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Staff Development Calendar

September 1991 - June 1992



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JUL 15 1992



ALBERTA HUMAN SERVICES

Regional Service Division

Head Office: 10000 - 100 Avenue, Edmonton, Alberta T6C 2G1
 Office Hours: 9:00 - 5:00, Monday through Friday, Closed Holidays

10000 - 100 Avenue, Edmonton, Alberta T6C 2G1

May 15, 1992

To Family and Social Services Staff:

I am pleased to share with you an 1991 - 1992 Staff Development Calendar for the Department of Family and Social Services. This calendar represents the high priority that is placed on the provision of quality training opportunities for our staff.

Why I encourage you to thoroughly review the Department's training opportunities. After consultation with your supervisor, register for both formal training opportunities which are appropriate to your position.

STAFF DEVELOPMENT CALENDAR

September 1991 - June 1992

As you will through this calendar you will learn of various opportunities for the Department in helping managers and staff to develop effective work relationships and to make significant use of the training opportunities available. Training is an essential part of the Department's commitment to quality service delivery and is an integral part of the job development.

There is a Good Worker and Income Support will ensure there are a number of mandatory courses that represent current policies, procedures and practices for service delivery.

Managers should review closely the Management Development section of this calendar which contains both mandatory and optional training for managers.

Now in this year's calendar is a 16-hour Course section, which contains both the Department-wide courses that are mandatory for all staff as well as 16-hour specific training.

I would like to draw your attention to the increased emphasis placed by the Department on the critical use of Orientation. The Staff Development Personnel Services

Finally, in addition to listing an array of courses for staff to consider, the calendar describes Staff Development services, including an enhanced information and referral service. This service will assist managers, supervisors and staff to select relevant courses and to find alternative courses to meet the training requirements that may be unique to individuals or work groups. The service will also help staff who have completed basic or mandatory training to enhance their professional abilities.

STAFF DEVELOPMENT CALENDAR

September 1991 - June 1992

Staff Development
Personnel Services



FAMILY AND SOCIAL SERVICES
Personnel Services Division

Centre West, 10035 - 108 Street, Edmonton, Alberta, Canada T5J 3E1

In Replying Please Quote:

May 15, 1991

To Family and Social Services Staff:

I am pleased to share with you our 1991 - 1992 Staff Development Calendar for the Department of Family and Social Services. This calendar represents the high priority that is placed on the provision of quality training opportunities for our Staff.

May I encourage you to thoroughly review our department's training opportunities. After consultation with your supervisor, register for those training experiences which are appropriate to your professional needs and aspirations for the upcoming year.

As you read through this calendar you will see an increased emphasis by the department on helping managers and supervisors to develop effective work teams and assist staff to make maximum use of their skills, abilities and experiences. Every effort is being made to ensure supervisory training is "hands-on practical learning" that can be applied back on the job immediately.

Staff in Child Welfare and Income Support will notice there are a number of mandatory courses that represent critical perspectives, policies and practices for service delivery.

Managers should review closely the Management Commitment section of this calendar section which outlines both mandatory and optional training for managers.

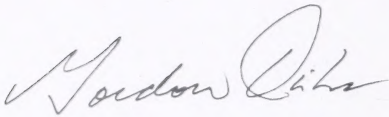
New in this year's calendar is a Michener Centre section, which outlines both the department-wide courses relevant to Michener staff as well as Michener-specific training.

I would like to draw your attention to the increased emphasis placed by this department on the critical area of Orientation/Basic Training, both through formal training and on-the-job experiences.

Finally, in addition to listing an array of courses for staff to consider, the calendar describes Staff Development services, including an enhanced information and referral service. This function will assist managers, supervisors and staff to select calendar courses and to find alternative sources to meet the training requirements that may be unique to individuals or work groups. The service will also help staff who have completed basic or mandatory training to enhance their professional abilities.

On behalf of all those who will benefit from this calendar I would like to thank the many front-line staff, supervisors, managers and the people at Staff Development whose many ideas and hours of labour have formulated an exciting departmental training plan for the upcoming year,

Yours Sincerely,



Gordon Dirks
Assistant Deputy Minister
Personnel Services

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General Information

The Approach To Training and Development

Alberta Family and Social Services is a dynamic organization, constantly evolving in response to economic, technological, political, and legal changes. There is a strong, ongoing need for training and development to help staff manage change in their work environment and to ensure they have the skills, knowledge, and perspectives to deliver services in accordance with departmental directions. The career offered in this calendar are achieved through a Departmental Training Plan based on staff need as a part of the organization.

This approach is one to help the development of career and training tailored to specific job performance needs. This results in effective, consistent progression of organizational strategies, values, beliefs and performance objectives, thereby ensuring the development of an esprit de corps and the achievement of service delivery. In-house training covers internal staff supports, networks and a learning environment in which people share knowledge, insights and vision.

Meeting training and development requirements of the department within budget and time constraints requires a range of strategies. This calendar offers structured courses, multi-institutional meetings, informal training for specific work groups, flexible schedules, in-house training, regional consultation for a range of training activities, and the use of a Family Care Development Unit.

New In The Calendar

An expanded information and referral service, designed to serve staff, parents, training partners and a broader range of the department.

"Which Course Is For You?" is a course selection guide designed to assist staff determine which in-house courses are appropriate for them. Mandatory courses for particular work groups are also indicated.

A Michigan Career Partner provides both department-wide courses, tailored to individual staff, and training specific training offered and coordinated through the Family Care Development Unit.

General Information

The Management Council/Board courses are included in this year's calendar. The Management Council/Board focuses on career development, education and qualifications for those positions.

New Courses

Communication Skills (regional) concepts and skills of job events such as assessment, and is designed to address the changing needs of staff as identified through the annual Training Plan.

Several Child Care Counsellor courses have been revised to better meet the changing needs of staff. This was the result of extensive consultation between Staff Development, Child Welfare Division, and the Child and Youth Care professional teams within the department.

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General Information

General Information

The Approach To Training and Development

Alberta Family and Social Services is a dynamic organization, continually evolving in response to economic, technological, political, and social changes. There is a strong, ongoing need for training and development to help staff manage change in their work environment and to ensure they have the skills, knowledge, and perspectives to deliver services in accordance with departmental directions. The courses offered in this calendar are endorsed through a Departmental Training Plan based on input from all levels of the organization.

Our emphasis is on in-house training, and the development of courses and services tailored to specific job performance needs. This results in effective, consistent communication of organizational directions, values, norms and performance expectations, thereby ensuring the development of an esprit de corps and an enhancement of service delivery. In-house training fosters internal staff supports, networks and a learning environment in which people share knowledge, insights and visions.

Meeting training and development requirements of the department within budget and time constraints requires a range of strategies. This calendar offers scheduled courses, self-instructional packages, tailored training for specific work groups, flexible schedules to meet training requests, consultation for a range of training initiatives and the use of a Resource Centre located at Staff Development.

New In The Calendar

An expanded information and referral service, designed to assist staff access training resources both inside and outside of the department.

"Which Course Is For You?", is a course selection table designed to assist staff determine which in-house courses are appropriate for them. Mandatory courses for particular work groups are also indicated.

A Michener Centre Section identifies both department-wide courses relevant to Michener staff, and Michener-specific training offered and coordinated through the Michener Staff Development Unit.

The Management Commitment courses are included in this year's calendar. See the Management Commitment section for course descriptions, schedules and guidelines for these courses.

New Courses

Communication Skills integrates concepts and skills of past courses with new content, and is designed to address the changing needs of staff as identified through the annual Training Plan.

Several **Child Care Counsellor** courses have been revised to better meet the emergent needs of staff. This was the result of intensive consultations between Staff Development, Child Welfare Services, and the Child and Youth Care residential centres across the department.

The "Train-the-Trainer" courses were successfully piloted last year, and are scheduled throughout the 1991-92 training year.

Training for Income Support Supervisors is the first of a number of training programs designed specifically for Income Support Staff that will be emerging over the next couple of years.

The new service delivery model will be implemented between now and December 1991. The Income Support program will provide training to assist Income Support Staff with this transition. During the same period, training associated with LISA 2 implementation will occur in some regions.

You will not find many courses in this calendar recommended for Income Support Staff, since the delivery model and LISA training are priorities for 1991-92. Information about delivery model training and LISA training will be coming directly from the program.

A PAO section is included in the calendar although only a few courses are detailed. A number of PAO courses are now being delivered through the University of Alberta and the Northern Alberta Institute of Technology (NAIT). These courses as well as those retained within PAO will be marketed through separate calendars. These will be available at worksites by late May, early June.

On The Horizon For '91-92

Staff Development endeavours to provide programs designed to meet your constantly changing and emerging requirements. Initiatives on the horizon for the '91-92 training year include:

Orientation/Basic Training will provide new workers with information on both the department and specific program areas. By the fall, all newly hired professional staff in Child Welfare and Income Support will be enrolled in the program prior to, or shortly after arriving at their designated work sites.

Overview of supervision for staff considering a move to supervisor will introduce some of the responsibilities, perspectives and skills that comprise the supervisory role.

Developing more effective work teams will be a skill enhancing workshop for supervisors, designed to provide indepth insights into the factors that impact on work unit effectiveness, and how such groups can evolve into high performing, empowered units. Participants will develop techniques designed to assess overall work group health, and learn how to foster the confidence and skills necessary for successful teams. This training will be regarded as building upon existing supervisory courses.

Training for Employment and Counselling Support (ECSS) Workers will develop skills in: interviewing clients to determine job readiness and assess barriers to employment; assisting clients to develop and implement action plans for becoming employed, thereby reducing dependency on financial assistance; referring clients to community resources; and providing crisis intervention.

Working effectively with the involuntary client will be piloted for Income Support staff providing the ECSS role. Once this training is launched, there may be adaptations relevant for other program areas.

Managing cultural diversity effectively in client service will provide insights and skills for understanding and responding to the unique situations faced by new immigrants. Increasingly, many of our clients reflect the social, cultural and economic changes in Alberta's population as new immigrants make this province their home.

Managing Change, for managers and supervisors will increase their ability to recognize opportunities for change and to manage the change process. A program would include strategies and skills for addressing the impact of change on their roles and their work units.

Attendance Enhancement, to be initiated May 1991 is based on the attendance enhancement model. Participants will examine current attendance issues to determine the ideal attendance state for their work units. They will develop individual skills and strategies for achieving attendance enhancement.

Relationship Training, an informative course on the sexuality of multi-handicapped people, is being pioneered by Michener Centre in the fall of 1991. Adaptations of this course may be relevant to other program and service areas of the department.

Training for staff working in residential services for people with disabilities will be a focus in the upcoming year. Target groups will include residential staff, client coordinators and consultants. Subject areas may include: new directions; changing roles; dealing effectively with agencies and families; conducting focus groups in communities; and communications.

Future Income Support staff training includes: LISA 2 training which is the next

step in automating the Income Support programs; and orientation to the new service delivery model for the new Supports for Independence program.

Choosing Courses

Getting the most out of the training experience and transferring the learning back to the job depends on a number of factors:

- Recognition by the employee and supervisor or manager of the need for acquiring new skills and knowledge.
- Linkage of these skills to job and organizational requirements.
- The opportunity and requirement to apply the new learning at the work place.
- On-the-job coaching to reinforce the learning.

Certain courses are mandatory for employees in particular job positions. Managers, supervisors and their staff must ensure completion of mandatory training in a timely way. Managers should ensure plans are in place to ensure both the times and funds are available to access training.

Other training is identified by an employee and their supervisor or manager through the performance appraisal process, and through plans for career development. Such training is discretionary related to times and individual job responsibilities.

Decisions on training must be cost effective. The following "checklist" is aimed at assisting managers, supervisors and staff to make appropriate choices.

Checklist

1. Has the training need been clearly identified in the employee's performance appraisal as necessary to fulfil responsibilities or enhance career development?
2. Is the course considered as mandatory or basic training? Has the employee acquired similar training?
3. If the training is not mandatory, will participation by the employee such a program jeopardize the ability of that person or other staff to acquire mandatory training because of time or financial constraints?
4. Is the job changing so that the employee must develop a new skill or acquire new knowledge?
5. How will this course help the employee perform better on the job? Has a plan been developed to transfer the learning back to the job, including support required (time and coaching), to incorporate the learning into work habits of the employee?
6. If a performance gap has been identified, is this training the appropriate response? Could the employee do the job if it were critical to do so? Is this really an issue of skill deficit for which training would be the best option, or is there a better alternative?
7. If the training is intended for personal professional development rather than basic job skills, is the employee prepared to assume all or a portion of the costs?
8. How does the proposed training relate to employee characteristics and career development needs as evidenced by: a satisfactory overall performance history; a capacity to assume increased responsibility; demonstrated initiative; other developmental options utilized as appropriate?
9. How does the proposed training fit into a human resource plan and priorities for the worksite, responsibility area, or the department? What will be the impact on the delivery of services?

Registration: Departmental Courses

Courses are open to Alberta Family and Social Services employees, although some courses are limited to specific target groups. The SSA 63A is your method of registering for all in-house courses. The course number must be indicated on the form. Please forward your completed SSA 63A to your supervisor/manager for approval and subsequent expenditure officer clearance. It will then be forwarded to Staff Development.

Registration for all courses is directly through Staff Development Headquarters except for Michener Centre staff who direct their applications through the Michener Staff Development unit.

There are two registration phases for the departmental courses described in the calendar for which specific dates have been scheduled.

Phase 1: Early Registration

The closing date is July 19, 1991 for all scheduled courses. Applying by this date maximizes the likelihood of obtaining seats and locations desired.

Phase 2: Ongoing Registration

Registrations will be accepted until six weeks prior to course commencement dates. Seats will be allocated in the order SSA 63A's are received.

For more detail on the process of submitting SSA 63A's, see the section, "How Do I Register". For assistance in selecting appropriate courses see the sections "Choosing Courses", and "Which Course Is For Me?"

Cancellations

When an employee is unable to attend a course for which they are registered, the employee or their supervisor should notify Staff Development of the cancellation in writing a minimum of **20 working days** before course commencement.

Courses with pre-course reading require cancellation **25 working days** before scheduled delivery.

Applicants must attend all scheduled days of a course.

Registration: Personnel Administration (PAO) Courses

A number of courses previously supplied through PAO are now delivered through NAIT and the University of Alberta. Separate calendars for PAO, NAIT and the

University of Alberta will be sent directly to the worksites. Registration for courses offered through NAIT and the University of Alberta must be made directly to those institutions. As for other courses, the 63A's must be submitted to Staff Development. Seats on PAO courses must be cancelled in writing 25 working days prior to course commencement to avoid tuition charges.

If cancellation occurs after this deadline and a course fee is involved, the worksite will be responsible for payment of the course fee.

Applicants must attend all scheduled days of a course.

For courses supplied directly through PAO, the submission of SSA 63A through Staff Development constitutes the application for the course. As for departmental courses, the application must reach Staff Development six weeks prior to course commencement and will then be processed by PAO in the order received.

On-Request Training

Additional training programs for a worksite can be made directly through Staff Development at least two months prior to the requested date for training.

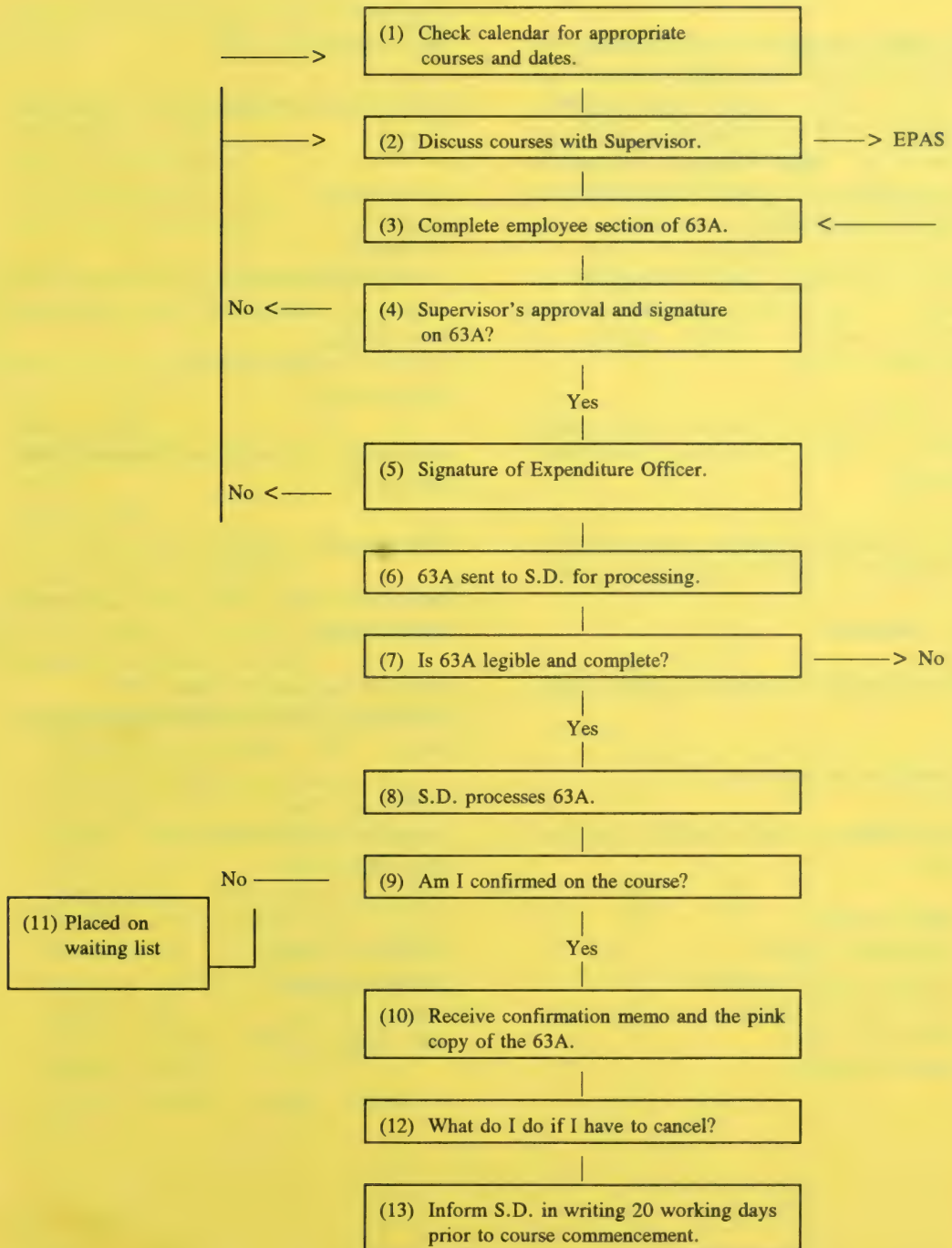
How Do I Register For Courses?

- 1) Check the Staff Development Training Calender for appropriate courses and dates. **"Which Courses are For Me?", a chart located on page 10, is designed to help you determine which courses are appropriate for you.**
- 2) Discuss your choice with your Supervisor. This is usually done in conjunction with your EPAS.
- 3) Complete the employee section of the SSA 63A. Once your Supervisor has approved your course choice, fill in the employee section (the unshaded area) of the form.
- 4) To complete the SSA 63A have your Supervisor sign in the supervisor's box. If the supervisor's signature is missing, the 63A will be returned to you.
- 5) Your Expenditure Officer needs to code the accounts for Centre Code and Account Code, and sign the SSA 63A for approval.
- 6) The Expenditure Officer then forwards the SSA 63A on to Staff Development.
- 7) Is the SSA 63A legible and complete?

The SSA 63A must be legible and the pink copy must be clear. All parts of the form must be completed. If any parts of the form are missing or illegible, it will be returned to the employee for completion. Staff Development is unable to register any employees on courses without first receiving a completed SSA 63A.

- 8) Staff Development processes the completed SSA 63A.
- 9) Am I confirmed on the course?
- 10) Confirmation memo and the pink copy of the SSA 63A: If you are confirmed for a seat on the course you will receive the pink copy of the SSA 63A and a confirmation memo stating the course location and time.
- 11) Waitlist memo: If you do not get a seat on the course, you will receive a memo indicating that you have been placed on a waitlist.
- 12) What do I do if I have to cancel?
- 13) Inform Staff Development in writing 20 working days prior to course commencement. To cancel your registration on the course, you are required to inform Staff Development in writing, 20 working days before course commencement.

How Do I Register for Courses?



Which Courses Are For Me?

This table is designed to help you locate the in-house courses appropriate for you. This is only a guide. **All course selections should be made in consultation with your immediate supervisor. Specific responsibilities in each job will determine if training is needed.**

Locate the category and subset closest to your job. The number assigned to your job category designates which courses are appropriate for you.

A check mark (✓) indicates appropriate courses, a star (*) indicates mandatory training.

For a complete description and scheduling information look up the course in the index.

Job Categories:

Administrative (Clerical) Support Staff: #1

Administration Services: #2

Encompasses non-clerical staff in functions such as:

- Accommodation
- Automation Support
- Information and Reception
- Purchasing and supply
- Records Services
- Word Processing

Financial Services: #3

Encompasses non-clerical staff in functions such as:

- Accounting
- Auditing
- Budgeting
- Financial Control
- Financial Systems
- Forecasting
- Policies and Procedures
- Purchasing

Information/Automation Services (Non-clerical) #4

Management: #5

Encompasses all staff with management classifications.

Program Support Services: #6

Encompasses non-clerical staff in functions such as:

- licensing officer
- personnel administrator
- planning officer
- policy analyst
- program coordinator
- program planner
- project manager
- research officer
- service contractor

Personnel Services: #7

Encompasses non-clerical staff in functions such as:

- Employee Program Services
- Employee Resources
- Salary Administration
- Staff Development
- Staffing & Classification

Rehabilitation/Institutional/Patient Support Services #8

Includes job categories such as:

- house parents
- institutional aides
- nurses
- nursing aides
- rehabilitation practitioners
- therapy aides and assistants

Service Delivery: Please note - each subset is assigned a separate number:

- All Child Welfare Workers - #9
- Child Care Counsellor - #10
- Consultant/Outreach worker - #11
- Contractor - #12
- Family Relations: worker; mediator - #13
- Handicapped Children's Service (HCS) workers - #14
- Employment Counselling Support Services (ECSS) Workers Income Support - #15
- Financial Benefits Workers - Income Support - #16
- Intake Workers - Income Support - #17

Supervisors: Please note - each subset is assigned a different number:

- Administrative (Clerical) Support Services - #18
- Child Care - #19
- Child Welfare - #20
- Income Support - #21
- Program/Financial/Administration/Information Support Services - #22
- Rehabilitation/Institutional/Patient Support Services - #23

WHICH COURSES ARE FOR YOU?

COURSES	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Negotiating Service Contracts		✓				✓						✓											
Project Management-3 day		✓	✓	✓		✓																	
Activity Programming									✓														
Basic Intervention Strategies									✓														
CPS								★											★				
Developing Treatment Plans							✓		✓														
Documentation							✓		✓														
Family Involvement In Care									✓														
Group Counselling							✓		✓														
Investigation & Case Management of Child Sexual Abuse								★											★				
Nurturing Self-Esteem in Children									✓		✓												
Relationship Development/Individual Counselling										✓													
Dealing with Separation and Loss									✓														
Strategies in High Risk Situations									✓														
Substance Abuse/Addictions								✓	✓						✓		✓						

WHICH COURSES ARE FOR YOU?

COURSES	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Suicide Prevention							✓	✓	★	✓										★			
Teaching Living Skills							✓	✓		✓													
The Therapeutic Environment							✓	✓		✓													
Understanding Wife Abuse								✓	✓	✓		✓											
Working With Sexually Abused Children										✓													
Child Welfare Casework With Native People								★	✓	✓										★			
Understanding Native Communities						✓					✓												
DRM 1 (Introduction to Records Management)	✓																	✓					
DRM 2 (Records System Improvements)	✓																	✓					
DRM 3 (Records Disposition)	✓																	✓					
DRM 10 (Introduction to Forms Management)	✓																	✓					
DRM 11 (Clients Records Manager)	✓							✓					✓					✓	✓	✓			
Making Manuals Effective	✓	✓	✓	✓	✓	✓	✓																
Communication Skills	✓	✓	✓	✓		✓	✓	✓			✓	✓	✓	✓				✓					
Training Techniques for Effective Workshops		✓	✓	✓		✓	✓		✓	✓	✓							✓	✓	✓		✓	

WHICH COURSES ARE FOR YOU?

[illegible]

WHICH COURSES ARE FOR YOU?

[illegible]

Staff Development Services

Staff Development Services

Staff Development Branch Consulting Services

Staff Development consulting services are available to assist managers and staff in the identification and acquisition of job-specific knowledge and skills needed for performance improvement. To access specific services contact Staff Development.

Tailoring Training

Individual work groups may require job-specific training beyond what is currently offered in this calendar. Accessing sources outside the department may not always be viable. Staff Development can frequently tailor a particular course by shifting the emphasis and building in specialized content related to the needs of the intended trainee group:

Diagnosing Training Needs

The decision to train may result in a costly, time consuming venture in terms of human resources. It is important that managers and supervisors make informed, cost-efficient decisions regarding training. Through consultation, Staff Development can provide expert advice on what training is required, what resources are necessary to provide this training, and how best to accomplish it.

Providing Skills for Worksite Training

Periodically, regional or headquarters worksites develop and implement workshops or on-the-job training programs. "Training Techniques For Effective Workshops", and "On-The-Job Training Methods" are courses which provide instructional skills for trainers. These courses assist staff who are not experienced trainers to provide training related to their job.

Staff Development can offer customized training where there is a need for further skills in the development of training material and the use of instructional techniques.

Custom Design of Training

Staff Development assists program areas and regions in the development of major training initiatives in a variety of ways:

- Direct use of Staff Development designers.
- Collaboration with external consultants.
- Referrals to consultants with whom Staff Development or the region will contract.

Information and Referral

In the fall of 1991 Staff Development will be initiating a comprehensive information and referral service to assist individuals and work groups acquire training specific to their situations. This includes staff who have completed basic and mandatory training and have decided to increase their professional competence and expand their ability to take on new challenges.

The Information and Referral Service will offer the following:

- Use of the Staff Development Resource Centre.
- Additional information on learning objectives, content and methods of calendar courses.
- Referrals to courses and conferences outside of this department.
- Linkage with individuals and groups who have developed and delivered special training in other responsibility centres of the department.
- Referral to subject experts within the department who could provide information on particular topics.
- Referral to Staff Development's consultation services, including tailored training.
- Consultation on conducting conferences.
- Advice on Staff Development policies and procedures.

Staff Development Resource Centre - Resource Catalogue

Staff Development issues a Resource Catalogue to each worksite. This catalogue contains lists and descriptions of video cassettes, films, audio cassettes and instructional kits. Self-Instructional Kits are described more fully in the calendar section: Alternate Delivery and Self-Instructional Programs. All resources listed in this catalogue can be viewed within the Staff Development Resource Centre, either individually or in small groups of 4-5 people. To ensure availability of these resources, you should book both the resource and the centre at least one week in advance. Contact Linda Desaulniers, Resource Coordinator, at 427-5949.

The Resource Centre is located at Staff Development on the 10th Floor, Centre West, 10035-108 Street in Edmonton and is open Monday to Friday, 8:15 am and 4:30 pm.

Arrangements may also be made to preview resources at the worksite.

Staff Development welcomes any suggestions that could be investigated for future acquisition.

Extended Faculty

Staff Development recognizes the vast pool of expertise that is in the program and delivery staff. To utilize this knowledge, a number of selected staff members are released from their regular functions on a periodic basis to design and deliver department training. The department also draws on a variety of professionals in other government departments and community agencies.

Staff Development would like to express appreciation and thanks to all those people who have contributed to the successful 1990-91 training year, many of whom are continuing as instructors and resource people this year.

How to Become Extended Faculty

Interested in becoming an extended faculty member? Contact Staff Development to discuss opportunities for training, time commitments, skills and knowledge needed to be an instructor, and the orientation and training that would be provided to you. If there is a mutual interest between yourself and Staff Development, the next step is consultation with your manager or supervisor to determine the feasibility of integrating training with your other job responsibilities.

Last year Staff Development introduced an "apprenticeship program" to enhance the effectiveness of extended faculty. This ongoing program encompasses: an initial seminar on the role of the facilitative trainer; opportunities to audit relevant courses; participation in team teaching with experienced instructors; individual coaching by Staff Development trainers; the use of a competency profile to monitor performance and determine the need for special assistance; and special workshops on instructional techniques and training design. Results of the program have been very positive. Participants have affirmed the performance of faculty receiving the coaching, and faculty members themselves experience a growth in their self-confidence and their effectiveness as instructors.

**Staff Development Branch
Training and Development Courses**

Schedule of Courses: Staff Development Branch Alberta Family and Social Services

Other offerings of these courses may be available on request, if there is sufficient demand. The page numbers indicate where the course description is to be found. The course number must be indicated on the SSA 63A.

This schedule provides a quick reference of course [course #], page number, and where and when each course is scheduled. For complete information see the course description.

Development and Coordination of Programs	31	Week 2: Oct. 21-25, 1991 Week 3: Nov. 18-22, 1991 Calgary: Wave 49	
Negotiating Service Contracts [# G9065]	31	Week 1: Oct. 7-11, 1991 Week 2: Nov. 4-8, 1991 Week 3: Dec. 2-6, 1991	
Edmonton: Oct. 16-18, 1991		Edmonton: Wave 50	
Project Management [# G9085]	31	Week 1: Oct. 28, Nov. 1, 1991 Week 2: Nov. 25-29, 1991 Week 3: Jan. 6-10, 1992	
Calgary: Sep. 23-25, 1991		Edmonton: Wave 51	
Edmonton: Mar. 10-12, 1992		Week 1: Jan. 20-24, 1992 Week 2: Feb. 24-28, 1992 Week 3: Mar. 23-27, 1992	
Delivery of Services	31	Calgary: Wave 52	
Activity Programming [# J9003]	31	Week 1: Feb. 10-14, 1992 Week 2: Mar. 9-13, 1992 Week 3: Apr. 6-10, 1992	
Lac La Biche: Dec. 11-12, 1991		Edmonton: Wave 53	
Basic Intervention Strategies [# J9048]	32	Week 1: Mar. 16-20, 1992 Week 2: Apr. 27-May 1, 1992 Week 3: May 25-29, 1992	
Lethbridge: Sep. 25-26, 1991		Edmonton: Wave 54	
High Prairie: Nov 20-21, 1991		Week 1: May 11-15, 1992 Week 2: Jun 15-19, 1992 Week 3: July 20-24, 1992	
Lac La Biche: Jan. 29-30, 1992			
Child Protective Services (CPS)			
Core Training [# J9006]	32	Court in Session [# Y9009]	33
Edmonton: Wave 48		self instructional	
Week 1: Sep. 23-27, 1991			

Dealing With Separation and Loss

[# J9022] 33
Lac La Biche: Oct. 23-24, 1991

Developing Treatment Plans

[# J9019] 33
High Prairie: Jan. 22-24, 1992
Medicine Hat: Feb. 12-14, 1992
Lac La Biche: Mar. 18-20, 1992

Documentation

[# Y9006] 33
On request where numbers warrant.

Family Involvement In Care

[# J9024] 34
High Prairie: Sep. 18-19, 1991
Medicine Hat: May 13-14, 1992

Group Counselling

[# J9027] 34
Ft. McMurray: Nov. 13-15, 1991
St. Paul: Apr. 8-10, 1992

Interviewing Children

[# Y9023] 34
Course guide - on request

Investigation and Case Management of Child Sexual Abuse

[# J9039] 34
There are two parts to this course.
Applicants must register for both.

Lethbridge: (1) Oct. 9-11, 1991
(2) Nov. 6-7, 1991
Edmonton: (1) Oct. 23-25, 1991
(2) Nov. 20-21, 1991
Calgary: (1) Mar. 17-19, 1992
(2) Apr. 13-14, 1992
Edmonton: (1) Mar. 23-25, 1992
(2) Apr. 30-31, 1992
McLennan: (1) Apr. 7-9, 1992
(2) May 20-21, 1992

Nurturing Self-esteem in Children

[# J9047] 35
St. Paul: Oct. 2-3, 1991

Relationship Development/Individual Counselling

[# J9013] 35
Lethbridge: (1) Dec. 4-6, 1991
(2) Jan. 8-10, 1992
Ft. McMurray: (2) Feb. 26-28, 1992

Strategies in High Risk Situations

[# J9056] 35
Edmonton: Oct. 9-11, 1991
Ft. McMurray: Jan. 8-10, 1992
High Prairie: Mar. 11-13, 1992
Lethbridge: Apr. 8-10, 1992

Substance Abuse/Addictions

[# J9060] 36
Lethbridge: Sep. 18-19, 1991
Calgary: Nov. 4-5, 1991
Edmonton: Nov. 13-14, 1991
High Prairie: Feb. 19-20, 1992
Edmonton: May 7-8, 1992

Suicide Prevention (CPS)

[# J9063] 36
Edmonton: Sep. 17-19, 1991
Calgary: Nov. 19-21, 1991
Edmonton: Jan. 27-29, 1992
Red Deer: Mar. 4-6, 1992
Calgary: Apr. 13-15, 1992
Edmonton: May 20-22, 1992
High Prairie: Jun. 9-11, 1992

Suicide Prevention Training: Group Facilitator's Guide

[# Y9067] 36
On-site delivery - on request

Teaching Living Skills

[# J9071] 37
Ft. McMurray: Oct. 9-10, 1991
High Prairie: Oct. 16-17, 1991

The Therapeutic Environment [# J9074] Medicine Hat: Oct. 30-31, 1991	37	DRM 2 - Records Systems Improvements [# P9201] Edmonton: Oct. 9-10, 1991 Calgary: Nov. 19-20, 1991 Edmonton: Feb. 12-13, 1991	39
Understanding Wife Abuse [# J9080] Edmonton: Oct. 22, 1991 Calgary: Nov. 27, 1991 Edmonton: Dec. 4, 1991	37	DRM 3 - Records Disposition [# P9301] Edmonton: Nov. 6-7, 1991 Calgary: Dec. 10-11, 1991 Edmonton: Mar. 4-5, 1992	39
Working With Sexually Abused Children [# J9083] St. Paul: Feb. 5-7, 1992 Edmonton: Mar. 25-27, 1992	37	DRM 10 - Introduction to Forms Management [# P9010] Edmonton: Jan. 10, 1992 Calgary: Mar. 17, 1992	40
Native Awareness	38	DRM 11 - Client Records Management [# P9011] Calgary: Sep. 18-19, 1991 Edmonton: Oct. 16-17, 1991 Lethbridge: Nov. 21-22, 1991 Calgary: Mar. 18-19, 1992 Edmonton: May 6-7, 1992	40
Child Welfare Casework With Native People [# M9020] St. Paul: Sep. 17-19, 1991 McLennan: Nov. 13-15, 1991 Edmonton: Dec. 10-12, 1991 Edmonton: Mar. 9-11, 1992 Red Deer: May 26-28, 1992	38	Making Manuals Effective [# P9050] on request	40
Understanding Native Communities [# M9080] Calgary: Oct. 17-18, 1991 Red Deer: Feb. 18-19, 1992 Edmonton: Feb. 20-21, 1992	38	IBM 5520 Word Processing Self Study [# Y9073] Self-instructional	41
Office Administration	38	Communications	41
DRM 1 - Introduction to Records Management Systems [# P9101] Edmonton: Sep. 11-12, 1991 Calgary: Oct. 22-23, 1991 Edmonton: Jan. 8-9, 1992	38	Communication Skills [# P9020]	41
		* for Administrative/Clerical Support Staff Edmonton: Dec. 3-5, 1991 Calgary: Jan. 21-23, 1992 Medicine Hat: Apr. 22-24, 1992	

*** for Program/Financial/Administrative
Information Services Staff**

Edmonton: Sep. 25-27, 1991
Calgary: Oct. 28-30, 1991
McLennan: Nov. 5-7, 1991
St. Paul: Jan. 14-16, 1992
Edmonton: May 12-14, 1992

Media Maze 41
[# S9063]
on request

Presentation Excellence (Intro) 42
[# S9067]
McLennan: Sep. 24-25, 1991
Edmonton: Feb. 24-25, 1992
Calgary: Apr. 23-24, 1992

**Professional Telephone Techniques for
Family and Social Services** 42
[# S9069]
Calgary: Oct. 17, 1991
Lethbridge: Oct. 17, 1991
Red Deer: Nov. 21, 1991
Edmonton: Dec. 12, 1991
Edmonton: Jan. 16, 1992
Lac La Biche: Jan. 23, 1992
McLennan: Apr. 9, 1992
Edmonton: Apr. 23, 1992
Calgary: May 21, 1992

Serving the Public Effectively 42
[# S9085]
Red Deer: Oct. 24-25, 1991
Calgary: Nov. 13-14, 1991
Grande Prairie: Dec. 5-6, 1991
Lethbridge: Feb. 6-7, 1992
Calgary: Apr. 22-23, 1992
Edmonton: May 6-7, 1992

Writing for the Minister 43
[# S9095]
on request

Writing For Results Workshop 43
[# S9075]

McLennan: Oct. 30-31, 1991
Edmonton: Nov. 25-26, 1991
Red Deer: Apr. 7-8, 1992
Calgary: May 13-14, 1992

Training Trainers 43

**Training Techniques for
Effective Workshops** 43
[# S9007]
Edmonton: Sep. 23-24, 1991
Slave Lake: Feb. 26-27, 1992
Lethbridge: May 27-28, 1992
Edmonton: Jun. 10-11, 1992

On-The-Job Training Methods 44
[# S9090]
Edmonton: Feb. 20-21, 1992
Lac La Biche: Apr. 14-15, 1992
McLennan: May 7-8, 1992
Calgary: Jun. 2-3, 1992

Supervisory Development 44

**Dates refer to Part 1 and Part 2.
Participants must attend both parts of
these courses.**

Child Care Supervisory Training 44
[# D9004]
Edmonton: (1) Jan. 14-17, 1992
(2) Feb. 18-21, 1992

**Skills for Supervising in Family and
Social Services** 44
[# D9008]
Courses have been divided between
Administrative/Clerical Support and
Program/Financial/Administrative/
Information Services Staff.

*** for Administrative Support**

Edmonton:	(1) Oct. 29-Nov. 1, 1991
	(2) Nov. 26-29, 1991
Calgary:	(1) Dec. 10-13, 1991
	(2) Jan. 7-10, 1992
Edmonton:	(1) May 12-15, 1992
	(2) Jun. 16-19, 1992

*** for Program/Financial/Administrative/
Information Services**

Edmonton:	(1) Jan. 28-29, 1992
	(2) Feb. 25-28, 1992

Training for Child Welfare**Supervisors**

[# D9012]	45
Calgary:	(1) Sep. 24-27, 1991
	(2) Oct. 15-18, 1991
Edmonton:	(1) Feb. 4-7, 1992
	(2) Mar. 3-6, 1992

Training for Income Support**Supervisors**

[# D9015]	45
Edmonton:	(1) Jan. 6-9, 1992
	(2) Feb. 3-6, 1992
Calgary:	(1) Feb. 10-13, 1992
	(2) Mar. 9-12, 1992

Special Programs 46**PBAR and Financial Management (for
non-management classifications)**

[#A 9042]	46
Edmonton:	Sep. 17-18, 1991
Calgary:	Mar. 3-4, 1992

Pre Retirement Planning

[V9035]	46
Edmonton:	Oct. 15-16, 1991
Calgary:	Mar. 16-17, 1992

**Alternate Delivery and
Self-Instructional Programs**

(available from Staff Development Resource Centre)	46
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Advanced Executive Leadership Skills

[# Y9001]	47
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The Art of Negotiating

[# Y9003]	47
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Court in Session

[# Y9009]	47
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**Defender/Challenger: Advanced
Financial Decision Making System**

[# Y9011]	47
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**Executive Delegation: Achieving
Results Through People**

[# Y9015]	48
-----------	----

**Fundamentals of Finance and Accounting
for Non-Financial Executives**

[# Y9017]	48
-----------	----

Help Yourself Time Management

[# Y9019]	48
-----------	----

Interviewing Children

[# Y9023]	48
-----------	----

Leading Meetings

[# Y9025]	48
-----------	----

Manage Your Stress

[# Y9027]	48
-----------	----

Managing Interpersonal Relationships

[# Y9036]	49
-----------	----

**Managing Management Time: The
Greatest Management Story Ever Told**

[# Y9039]	49
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Negotiating Self-Taught [# Y9047]	49
Presentation by Objective [# Y9056]	49
Suicide Prevention Training: Group Facilitator's Guide [# Y9067]	49
Writing for the Minister: A Manual for Departmental Staff [# S9095]	50
Computer Skills for Non-Computer People	50
Typing Tutor IV with Letter Invaders - Kit - 1987 [# Y9070]	50
IBM 5520 Word Processing Self-Study [# Y9073]	50
IBM PC Word Processing Self-Study [# Y9074]	51

Staff Development Branch Training and Development Courses

Development and Coordination of Programs

NEGOTIATING SERVICE CONTRACTS

G9065

3

~~Two~~ days (pre-course reading required)

Who should take this course?

Staff who negotiate the purchase of services for the department.

**Bring order to the negotiation process!
Gain the skills to achieve win - win
contracts with service providers.**

Develop negotiating strategies and techniques. Learn how to assess the interests of the two or more parties involved and resolve conflicting interests to reach mutually acceptable decisions.

By participating in a series of progressively more complicated simulated negotiations you will acquire negotiating skills and ideas designed for immediate use in your job.

Where and when?

Edmonton: Oct. 16-18, 1991

PROJECT MANAGEMENT

G9085

Three days (pre-course reading required)

Who should take this course?

Staff who manage projects or who are assigned project management responsibilities.

Learn how to get the job done through effective management of people, resources and contingencies, even when you don't have line authority! Discover how to increase your influence in situations where you don't have formal control, and get the job done efficiently and effectively. Day three is a hands-on opportunity to develop and apply a project management system to your own project.

Where and when?

Calgary: Sep. 23-25, 1991

Edmonton: Mar. 10-12, 1992

Delivery of Services

ACTIVITY PROGRAMMING

J9003

Two days

Who should take this course?

Child Care Counsellors. On request, this course may be adapted for other helping professionals who work with children.

Explore the role of play and activities as components of the child's overall treatment program. Increase your understanding of activity programming as a means of successfully reintegrating the child into the community. Learn to select specific activities to meet the child's individual and group needs. The personal characteristics of

the counsellor necessary for successful implementation of activities will be discussed.

Where and when?

Lac La Biche: Dec. 11-12, 1991

BASIC INTERVENTION STRATEGIES
J9048

Formerly Management of Children's Behaviour (# J9041) and Social Learning Theory (# J9053)

Two days

Who should take this course?

Child Care Counsellors who have previous knowledge of the concepts of punishment, reinforcement and consequences.

Develop skills in daily intervention and behaviour management which are useful in a residential treatment setting. Examine how your attitude toward discipline affects your approach toward discipline. Learn Dreikurs' theory on the effective use of consequences and reinforcement to control and change behaviour, and develop a problem solving approach to behavioral intervention.

Where and when?

Lethbridge: Sep. 25-26, 1991
High Prairie: Nov. 20-21, 1991
Lac La Biche: Jan. 29-30, 1992

CHILD PROTECTIVE SERVICES (CPS)
J9006

Three one-week workshops (pre-course reading required)

Who should take this course?

Mandatory training for all Child Welfare Caseworkers. New workers must complete within 12 months of beginning their job. It is highly recommended that CPS training begin within 6 months of employment.

Develop the skills and knowledge necessary to deliver the Child Protective Services Program. The course is delivered in a series of modules spread over three one-week workshops and will cover the following areas:

- roles and responsibilities at screening
- conducting an investigation
- sexual abuse investigations
- medical aspects of CPS
- risk assessment
- crisis intervention
- family assessment
- service planning
- legal aspects of CPS
- Child Welfare initiatives

Where and when?

Wave 48 - Edmonton

Week 1: Sep. 23-27, 1991

Week 2: Oct. 21-25, 1991

Week 3: Nov. 18-22, 1991

Wave 49 - Calgary

Week 1: Oct. 7-11, 1991

Week 2: Nov. 4-8, 1991

Week 3: Dec. 2-6, 1991

Wave 50 - Edmonton

Week 1: Oct. 28-Nov. 1, 1991

Week 2: Nov. 25-29, 1991

Week 3: Jan. 6-10, 1992

Wave 51 - Edmonton

Week 1: Jan. 20-24, 1992

Week 2: Feb. 24-28, 1992

Week 3: Mar. 23-27, 1992

Wave 52 - Calgary

Week 1: Feb. 10-14, 1992

Week 2: Mar. 9-13, 1992

Week 3: Apr. 6-10, 1992

Wave 53 - Edmonton

Week 1: Mar. 16-20, 1992

Week 2: Apr. 27-May 1, 1992

Week 3: May 25-29, 1992

Wave 54 - Edmonton

Week 1: May 11-15, 1992

Week 2: June 15-19, 1992

Week 3: July 20-24, 1992

COURT IN SESSION

Y9009

This interactive videodisc training program focuses on preparing a social worker for appearing in court at a child welfare hearing.

For a description of the program see section on "SD Courses: Alternate Programs."

DEALING WITH SEPARATION AND LOSS

J9022

Two days

Who should take this course?

Child Care Counsellors. The focus is on the residential setting.

What is the grief cycle and how does it apply to children in residential care?

Develop your skills in assisting clients to cope with grief, separation and loss.

Explore the grief cycle of children and parents as associated with separation from the family, loss of significant relationships, death and the decision for permanent guardianship.

Where and when?

Lac La Biche: Oct 23-24, 1991

DEVELOPING TREATMENT PLANS

J9019

Formerly Individual Program Planning (# J9036), Human Development (# J9030), and Social Learning Theory (# J9053)

Three-day **advanced** workshop.

Who should take this course?

Child Care Counsellors who have previous knowledge of human development, behavioral intervention and change techniques, and the philosophy and program of their work centre.

Learn how to integrate human development and social learning theories into the treatment process. Review the process for developing a treatment plan for a client in a residential centre. Expand your knowledge of assessment, design, implementation and evaluation. The value of planning treatment and of family involvement in planning will be discussed.

Where and when?

High Prairie: Jan. 22-24, 1992

Medicine Hat: Feb. 12-14, 1992

Lac La Biche: Mar. 18-20, 1992

DOCUMENTATION

Y9006

Formerly Observing, Recording and Reporting # J9050

One day (pre-course reading required)

Who should take this course?

Child Care Counsellors. Participants should have some experience with observing behaviour and minimal experience in writing reports.

Enhance your ability to organize and write an objective progress report based on behavioural observation. Learn to distinguish behaviour from inference.

Where and when?

Available on request where numbers warrant.

FAMILY INVOLVEMENT IN CARE

J9024

Two days

Who should take this course?

Child Care Counsellors

What is the family system and how does it impact on clients? Learn how to teach effective parenting techniques to parents. The "World of Abnormal Rearing" cycle will be applied to clients.

Where and when?

High Prairie: Sep. 18-19, 1991

Medicine Hat: May 13-14, 1992

GROUP COUNSELLING

J9027

Three days

Who should take this course?

Child Care Counsellors. On request this course may be adapted for other helping professionals who work with children.

Develop and practice effective group leadership skills. Learn the basic theory and skills of group counselling. Discover the dynamics that occur when a client group with common concerns is brought together for the purpose of helping each other.

Where and when?

Ft. McMurray: Nov. 13-15, 1991

St. Paul: Apr. 8-10, 1992

INTERVIEWING CHILDREN

Y9023

This course package is designed to assist a skilled Child Protection Caseworker, a Consultant or a Casework Supervisor to deliver a half-day workshop on interviewing children at the worksite.

For course description, see section on SD Courses: Alternate Delivery Programs.

INVESTIGATION AND CASE MANAGEMENT OF CHILD SEXUAL ABUSE

J9039

Two parts, five days total

Who should take this course?

Mandatory for Child Welfare Caseworkers and Supervisors.

Gain an overview of the context of child sexual abuse. Find out how to effectively utilize the judicial system by maximizing your working relationship with the Police and the Crown. The course provides a multi-disciplinary approach to child sexual abuse, including the context of abuse, investigation skills and the investigative process, treatment issues, the value of videotaping disclosure interviews and the use of anatomically correct dolls. Guest speakers include a police officer and a Crown Prosecutor.

Where and when?

Lethbridge: (Part 1) Oct. 9-11, 1991

(Part 2) Nov. 6-7, 1991

Edmonton: (Part 1) Oct. 23-25, 1991
(Part 2) Nov. 20-21, 1991
Calgary: (Part 1) Mar. 17-19, 1992
(Part 2) Apr. 13-14, 1992
Edmonton: (Part 1) Mar. 23-25, 1992
(Part 2) Apr. 30-31, 1992
McLennan: (Part 1) Apr. 7-9, 1992
(Part 2) May 20-21, 1992

NURTURING SELF ESTEEM IN CHILDREN

J9047

Two days

Who should take this course?

Child Care Counsellors. On request this course may be adapted for other helping professionals who work with children.

Learn to apply specific tools and techniques for enhancing the self-esteem of adolescents. Explore the components and origins of self-esteem and the defense mechanisms that develop as a result of low self-esteem.

During this workshop, emphasis is placed on your level of self-awareness as an important tool for enhancing the self-esteem of clients in residential treatment centres.

Where and when?

St. Paul: Oct. 2-3, 1991

RELATIONSHIP DEVELOPMENT/ INDIVIDUAL COUNSELLING

J9013

Formerly Communication Skills and Relationship Development (# J9012) and Counselling (# J9018)

Two parts, three days each (pre-course reading required)

Who should take this course?

Child Care Counsellors. On request, this course may be adapted for other helping professionals.

Discover how you can develop positive, therapeutic relationships with clients. Improve your listening skills and learn to deliver clear helping messages. Skills such as responding using "I" statements, and giving and receiving feedback will be covered.

During part one of the workshop you will increase your understanding of communication blocks and defensive behaviour, and become aware of your interpersonal communication style.

During the second part of the workshop you will explore a framework for managing client problems. Through the development and use of problem management skills, you will become aware of your helping "style."

Where and when?

Lethbridge: (Part 1) Dec. 4-6, 1991

(Part 2) Jan. 8-10, 1992

Ft. McMurray: (Part 2) Feb. 26-28, 1992

STRATEGIES IN HIGH RISK SITUATIONS

J9056

Three days (pre-course reading required)

Who should take this course?

Child Care Counsellors. On request this course may be adapted for other helping professionals.

Learn skills for coping in high risk situations. What are the alternatives to

physical restraint? Become aware of the effect of non-verbal messages. The four stages of child management (prevention, de-escalation of high risk situation, non-abusive restraint, and self defense) will be explored. Topics include: relevant government policy, evaluation of milieu, reasons for acting out behaviour and appropriate intervention strategies, non-abusive restraint and escort techniques, and non-abusive escape and defense techniques. Demonstrated techniques will be practised. Wear appropriate clothing.

Where and when?

Edmonton: Oct. 9-11, 1991
 Ft. McMurray: Jan. 8-10, 1992
 High Prairie: Mar. 11-13, 1992
 Lethbridge: Apr. 8-10, 1992

SUBSTANCE ABUSE/ADDICTIONS

J9060

Two day training session

Delivered by AADAC

Who should take this course?

Intake Workers, ECSS, or other Family and Social Services helping professionals.

Learn how to identify and refer clients who are drug/alcohol/substance abusers. What strategies are endorsed by AADAC to reduce people's demand for substances? Delivered by AADAC staff through regional and local offices, this course provides a framework for understanding drugs, theories of transition, recognition, and assessment, intervention and motivation, treatment approach and collaboration.

Where and when?

Lethbridge: Sep. 18-19, 1991
 Calgary: Nov. 4-5, 1991

Edmonton: Nov. 13-14, 1991
 High Prairie: Feb. 19-20, 1992
 Edmonton: May 7-8, 1992

SUICIDE PREVENTION (CPS)

J9063

Three days

Who should take this course?

Mandatory for Child Welfare Caseworkers. Suitable for Child Care Counsellors, Supervisors, consultants and institutional staff.

Learn how to deal with potentially suicidal clients. Develop your skills in information gathering, risk assessment, crisis intervention, and case planning. Find out the department guidelines and legislation on appropriate ways of dealing with the suicidal client. Be prepared to examine your personal attitude towards death, suicide, and helping a client at risk. Special attention is given to children, adolescents and Native people as client groups.

Where and when?

Edmonton: Sep. 17-19, 1991
 Calgary: Nov. 19-21, 1991
 Edmonton: Jan. 27-29, 1992
 Red Deer: Mar. 4-6, 1992
 Calgary: Apr. 13-15, 1992
 Edmonton: May 20-22, 1992
 High Prairie: Jun. 9-11, 1992

SUICIDE PREVENTION TRAINING: GROUP FACILITATOR'S GUIDE

Y9067

This half-day training program and group facilitator's guide are intended for use by qualified group leaders who wish to conduct

on-site training for social workers in suicide prevention. For program description see to section on SD Courses: Alternate Delivery Programs.

TEACHING LIVING SKILLS

J9071

Two days

Who should take this course?

Child Care Counsellors. On request, this course may be adapted for other helping professionals who work with children.

Enhance your ability to teach living skills to clients with skill deficits. What are the processes of learning? Discover how to write behavioural objectives, develop content and support knowledge and write formal lesson plans to correct skill deficits.

Where and when?

Ft. McMurray: Oct. 9-10, 1991

High Prairie: Oct. 16-17, 1991

THE THERAPEUTIC ENVIRONMENT

J9074

Two days

Who should take this course?

Beginning Child Care Counsellors. On request, this course may be adapted for other staff working in residential settings.

Discover the concepts of the therapeutic milieu as described by Redl and find out how to apply them within your agency. Learn how to use the environment to teach clients new skills. The concepts and skills learned will be presented within the context of the participant's work centre philosophy.

Where and when?

Medicine Hat: Oct. 30-31, 1991

UNDERSTANDING WIFE ABUSE

J9080

One day

Who should take this course?

Child Protection, Native Workers, and all helping professionals whose work includes contact with families in which wife abuse is occurring or has occurred.

What are the dynamics of wife abuse?

What are the effects on women and children? Find out what the effects of living with violence are on all family members. Learn what the contributing factors and abusive patterns are. Using a case study, you will chose intervention strategies, resources and appropriate referrals.

Where and when?

Edmonton: Oct. 22, 1991

Calgary: Nov. 27, 1991

Edmonton: Dec. 4, 1991

WORKING WITH SEXUALLY ABUSED CHILDREN

J9083

Three days

Who should take this course?

Child Care Counsellors. On request, this course may be adapted for other helping professionals who work with children.

Learn to recognize the signs of child sexual abuse. Find out what the effects of sexual abuse are on the child's behaviour. Learn to distinguish myths from facts. Gain

therapeutic strategies for coping with behaviours of child sexual abuse victims.

Where and when?

St. Paul: Feb. 5-7, 1992

Edmonton: Mar. 25-27, 1992

Native Awareness

CHILD WELFARE CASEWORK WITH NATIVE PEOPLE

M9020

Formerly called Working with Native People and Communities

Three days

Who should take this course?

Mandatory for Child Welfare staff who serve Native people and/or practice in Native communities.

Find out how to work effectively with Native people both in and out of their communities. Increase your awareness and understanding of Native peoples' history, culture, values, attitudes, issues and concerns (eg. alcoholism). Examine the role of the Child Welfare Caseworker with Native people, case planning and decision-making, intervention strategies, service delivery modes and referral sources. This practice based program is presented by Native instructors skilled in social work within Native settings.

Where and when?

St. Paul: Sep. 17-19, 1991

McLennan: Nov. 13-15, 1991

Edmonton: Dec. 10-12, 1991

Edmonton: Mar. 9-11, 1992

Red Deer: May 26-28, 1992

UNDERSTANDING NATIVE COMMUNITIES

M9080

Two days

Who should take this course?

Staff who are not involved in Child Welfare service delivery but who come in contact with Native people through their work.

Increase your awareness of the history, culture values and family/kinship system of Native communities, particularly within Alberta. Explore the issues and concerns which surround appropriate service delivery to Native communities.

Where and when?

Calgary: Oct. 17-18, 1991

Red Deer: Feb. 18-19, 1992

Edmonton: Feb. 20-21, 1992

Office Administration

Records Management Training

DRM 1, 2, and 3 are a sequential three part series. It is strongly recommended participants register for all three parts, in sequence, within the same calendar year. Upon successful completion of the series a certificate will be issued.

DRM 1 - INTRODUCTION TO RECORDS MANAGEMENT SYSTEMS

P9101

Two days (pre-course reading required)

Who should take this course?

Secretaries, records office staff and supervisors, and staff involved in the development and maintenance of filing

systems. Participants are asked to read Chapters 7 and 9 of the Records Management Manual, Volume 1, and bring Volume 2 of the Records Management Manual.

Find out how to identify administrative and operational files and classify documents. Topics include the organization and objectives of the records management program, how the Departmental File Classification System operates, Records Classification operations, using the Records Management Manual, and identifying suitable types of records equipment and supplies.

Where and when?

Edmonton: Sep. 11-12, 1991
 Calgary: Oct. 22-23, 1991
 Edmonton: Jan. 8-9, 1992

DRM 2 - RECORDS SYSTEMS IMPROVEMENTS

P9201

Two days (pre-course reading required)

Prerequisite: DRM 1

Who should take this course?

Secretaries, records office staff and supervisors, and staff involved in the development and maintenance of filing systems. Participants are asked to read Chapters 6,8,9, and 14 of the Records Management Manual, Volume 1, and to bring Volume 2 of the Records Management Manual.

Learn how to take an existing filing system and convert it to the Departmental File Classification System. Topics include records improvement methods and conversion methodology, the steps in

developing a records system, the inventory process for conversion, converting records from a local system to the Departmental File Classification System, designing a records retrieval mechanism, establishing maintenance procedures, documenting records procedures in a manual, and evaluating the new system.

Where and when?

Edmonton: Oct. 9-10, 1991
 Calgary: Nov. 19-20, 1991
 Edmonton: Feb. 12-13, 1992

DRM 3 - RECORDS DISPOSITION

P9301

Two days, one-day version for Headquarters (pre-course reading required)

Prerequisite: DRM 2

Who should take this course?

Secretaries, records office staff and supervisors, and staff involved in the development and maintenance of filing systems. Required readings are Chapters 8 and 9 of the Records Management Manual, Volume 1.

Focuses on the records scheduling and disposition process. Enhance your knowledge of inventory techniques and the records life cycle which is critical in the disposition process. There will be a workshop involving the completion of the Public Records Transfer form (PWSS 0121 and 0123) and the Reference Request form (PWSS 3103). Topics include requesting the disposition of converted and unconverted records, implementing approved Requests for Records Disposition Authorities, disposing of non-record material, and utilizing the service of the Alberta Records

Centre and the Provincial Archives of Alberta.

Where and when?

Edmonton: Nov. 6-7, 1991
Calgary: Dec. 10-11, 1991
Edmonton: Mar. 4-5, 1992

DRM 10 - INTRODUCTION TO FORMS MANAGEMENT

P9010

One day (pre-course reading required)

Who should take this course?

Staff who perform or supervise the acquisition process of forms. A certificate will be issued upon successful completion of the course.

What are the cost benefits of forms? Find out to use Forms Services to create or improve forms. Topics include how Forms Services can be used to improve efficiency and effectiveness: identifying forms problems and needs without creating more paperwork; initiating new forms and forms revisions; and obtaining existing forms.

Where and when?

Edmonton: Jan. 10, 1992
Calgary: Mar. 17, 1992

DRM 11 - CLIENT RECORDS MANAGEMENT

P9011

Two days (pre-course reading required)

Who should take this course?

Records office staff, supervisors and social workers. Required readings for the course are Chapters 14, 15, and 17 of the Records Management Manual, Volume 1. A

certificate will be issued upon successful completion of the course.

Find out about the appropriate filing systems, equipment and supplies for client records. Client records include Child Welfare, Income Support, and Family Relations, but the principles can be applied to other client records systems. Topics covered include Client Index, Client File standards and the inventory disposition of client records according to PRC authorities; objectives of the Records Management Program; the purpose and benefits of client file standard; maintaining client records systems and transferring active files between offices; inventorying and disposing of client records in accordance with approved PRC authorities; and the process for secure handling of records.

Where and when?

Calgary: Sep. 18-19, 1991
Edmonton: Oct. 16-17, 1991
Lethbridge: Nov. 21-22, 1991
Calgary: Mar. 18-19, 1992
Edmonton: May 6-7, 1992

MAKING MANUALS EFFECTIVE

P9050

Who should take this course?

Staff who write or administer manuals. Participants should be familiar with the Manuals and Directives Management manual.

Enhance your knowledge of department manual standards. Learn how to select and write in an appropriate style for any given subject. Discover how to reduce and simplify lengthy subjects by using simple language. Also covered are subject index preparation and construction plan development for the creation or upgrading of

a manual. You will be able to estimate development time for creating a manual and preparing a production schedule.

Where and when?

Available on request, if numbers warrant.

IBM 5520 WORD PROCESSING

SELF-STUDY

Y9073

This self-help program is designed to teach the participant skills on the IBM 5520 Administrative (word processing) System. For course description, see section on SD Courses: Alternate Delivery Programs.

Communications

COMMUNICATION SKILLS

P9020

Three days

Who should take this course?

Staff who want to improve their interpersonal communication and organizational skills. Note: This Course contains some material previously covered in Interpersonal and Organizational Skills for Clerical and Secretarial Staff (# P9020) and Interpersonal Communication (# S9010). The course has been tailored to meet the needs of two distinct groups, Administrative/Clerical support staff and Program/Financial/Administrative/Information Services staff.

Discover how to increase your influence, manage your time more effectively and reduce your stress in a demanding work environment through enhanced interpersonal communications. Overcome communication barriers and find out how to

send clear, concise messages. Gain the power of effective listening. Learn how to give and receive feedback.

Where and when?

Administrative/Clerical Support Staff

Edmonton: Dec. 3-5, 1991

Calgary: Jan. 21-23, 1992

Medicine Hat: Apr. 22-24, 1992

Program/Financial/Administrative Information Services Staff

Edmonton: Sep. 25-27, 1991

Calgary: Oct. 28-30, 1991

McLennan: Nov. 5-7, 1991

St. Paul: Jan. 14-16, 1992

Edmonton: May 12-14, 1992

MEDIA MAZE

S9063

One day

Who should take this course?

Departmental officials who have contact with the media. Maximum of 8 participants.

What are the roles and responsibilities of the department representative in a media interview? Find out the relevant department guidelines and learn how to handle media interview comfortably. Participate in a mock, televised interview in which you practice being interviewed by the media.

Where and when?

Available on request; can be delivered regionally. Interested staff should consult with Doug Shepherd, South Region, before applying. Participants must submit the SSA 63A form to register for this course.

PRESENTATION EXCELLENCE

(INTRO)

S9067

Two days

Who should take this course?

Staff who make presentations at meetings or other large gatherings. No formal training or experience is required. Maximum of 14 participants.

Enhance your ability to present your ideas effectively to a group. Learn audience analysis, definition of purpose, presentation structure, verbal and non-verbal communication skills, and success orientation. Participants will be expected to make a brief presentation.

Where and when?

McLennan: Sep. 24-25, 1991
Edmonton: Feb. 24-25, 1992
Calgary: Apr. 23-24, 1992

PROFESSIONAL TELEPHONE TECHNIQUES FOR FAMILY AND SOCIAL SERVICES

S9069

One day

Who should take this course?

All staff who use the phone in their jobs. On request, this course can be tailored to meet the needs of specific participant groups (i.e. managers, professionals). Note: Some of the material in this workshop is also covered in Serving the Public Effectively.

Develop effective telephone communication skills. Increase your knowledge of the R.I.T.E. system and find out how to create a professional image over the telephone. Learn how to

deal with irate callers, communicate clearly and give the right message. Find out about the R.I.T.E. network - why we have it and how to use it.

Where and when?

Calgary: Oct. 17, 1991
Lethbridge: Oct. 17, 1991
Red Deer: Nov. 21, 1991
Edmonton: Dec. 12, 1991
Edmonton: Jan. 16, 1992
Lac La Biche: Jan. 23, 1992
McLennan: Apr. 9, 1992
Edmonton: Apr. 23, 1992
Calgary: May 21, 1992

SERVING THE PUBLIC EFFECTIVELY

S9085

Two days

Recommended Prerequisite:

Communications Skills or former Interpersonal and Organizational Skills for Clerical and Secretarial Staff, and Interpersonal Communications.

Who should take this course?

Department staff not involved with in-depth casework, but who have ongoing face-to-face and telephone contacts with clients e.g., Clerical Staff, Financial Benefits Workers and Intake Workers who need to develop more skills in this area.

What does serving the public mean? What are the rights and responsibilities of clients and staff? Gain the perspectives and skills for handling occasions in which stress and conflict often seem inevitable because of the situations in which clients find themselves. Learn how to build positive client relationships, solve problems, handle complaints, and diffuse hostile behaviour.

Where and when?

Red Deer: Oct. 24-25, 1991
Calgary: Nov. 13-14, 1991
Grande Prairie: Dec. 5-6, 1991
Lethbridge: Feb. 6-7, 1992
Calgary: Apr. 22-23, 1992
Edmonton: May 6-7, 1991

WRITING FOR THE MINISTER

S9095

One day

Who should take this course?

Department employees who may be required to develop a response to a Minister's Bring Forward (MBF).

Respond effectively and efficiently to correspondence received by the Minister. Become aware of the role and viewpoint of the Minister. Learn about the Minister's Bring Forward (MBF) System and the roles of various ministerial and departmental staff. Key elements of effective writing are briefly covered, and you will have an opportunity to practise drafting responses.

Where and when?

Available on request, given sufficient numbers. The course is based on the manual, *Writing for the Minister: A Manual for Departmental Staff*. The manual can be used independently from the workshop. To request training or copies of the manual, contact Staff Development at 427-5949.

WRITING FOR RESULTS WORKSHOP

S9075

Two days (pre-course work required)

Prerequisite: Basic ability to write in English, but no need to remember grammar or be good at spelling.

Who should take this course?

Supervisors or front-line employees who write reports, correspondence, proposals, newsletters, or training materials. 10-15 participants per workshop.

Want to write shorter, punchier documents with reader appeal? Learn about planning, groundwork thinking and overcoming procrastination. Discover the art of faster first drafts and gain specific techniques to produce clear, easy-to-read documents that get results.

Where and when?

McLennan: Oct. 30-31, 1991
Edmonton: Nov. 25-26, 1991
Red Deer: Apr. 7-8, 1992
Calgary: May 13-14, 1992

Training Trainers

TRAINING TECHNIQUES FOR EFFECTIVE WORKSHOPS

S9007

Formerly known as *Effective Training Techniques*

Two days

Who should take this course?

Staff who are required to conduct workshops for other Departmental employees or clients.

Discover how to deliver effective, participatory workshops. Learn to facilitate active involvement of workshop participants. Find out how to select and use a variety of training methods. Learn how to create an appropriate training environment,

recognize sound training objectives, receive and give feedback and handle problems as they arise.

Where and when?

Edmonton: Sep. 23-24, 1991
Slave Lake: Feb. 26-27, 1992
Lethbridge: May 27-28, 1992
Edmonton: June 10-11, 1992

ON-THE-JOB TRAINING METHODS

S9090

Formerly known as Training On The Job.

Two days (pre-course reading required)

Who should take this course?

Supervisors who provide orientation and training to new staff and ongoing coaching of all staff on changes in policies, programs and practices. Also "program" consultants who provide support to front line service delivery staff.

Enhance your ability to teach job skills on a one-to-one basis at your worksite. Learn how to plan, prepare, tell, show and coach one-on-one training. Find out how to determine the best learning sequence and how to ensure results.

Where and when?

Edmonton: Feb. 20-21, 1992
Lac La Biche: Apr. 14-15, 1992
McLennan: May 7-8, 1992
Calgary: June 2-3, 1992

Supervisory Development

CHILD CARE SUPERVISORY TRAINING

D9004

Two parts, four days each

Who should take this course?

Mandatory for Child Care Supervisors. **Participants must attend both parts of this course.** Part 2 builds on the content and practices developed in Part 1.

Find out how to enhance your staff's job satisfaction, while simultaneously ensuring accountability for meeting organizational objectives. Enhance and increase your supervisory skills in the supervision of both the individual and the team. Find out how to meet organizational objectives and provide quality client services. Emphasis is on your role in developing and maintaining teamwork and achieving exceptional team performance.

Where and when?

Edmonton: (Part 1) Jan. 14-17, 1992
(Part 2) Feb. 18-21, 1992

SKILLS FOR SUPERVISING IN FAMILY AND SOCIAL SERVICES

D9008

Two parts, four days each

Who should take this course?

All supervisors. This course is tailored to meet the needs of two distinct groups, Administrative/Clerical Support staff and Program/Financial/Administrative Information Services staff. **Participants must attend both parts of this course.** Part 2 of the course builds on the content and practice developed in Part 1.

Gain role clarity and develop self confidence in your supervisory capacity.

Explore the changes which you encounter while changing roles from front line worker to Supervisor. Learn how to manage your staff effectively while meeting organizational objectives. Gain an understanding of how you can impact on the work of your staff, effective communication, creating and maintaining a positive work environment, identifying good employee performance, decision making and problem solving. You will have an opportunity to practice and develop the supervisory skills you need on the job.

Where and when?

Administrative/Clerical Support

Edmonton:

(Part 1) Oct. 29-Nov. 1, 1991

(Part 2) Nov. 26-29, 1991

Calgary:

(Part 1) Dec. 10-13, 1991

(Part 2) Jan. 7-10, 1992

Edmonton:

(Part 1) May 12-15, 1992

(Part 2) June 16-19, 1992

Program/Financial/Administrative/ Information Services

Edmonton:

(Part 1) Jan. 28-29, 1992

(Part 2) Feb. 25-28, 1992

TRAINING FOR CHILD WELFARE SUPERVISORS

D9012

Formerly called Child Welfare Supervisory Training.

Two parts, four days each

Who should take this course?

Mandatory for all Child Welfare Casework Supervisors. **Participants must attend both parts of the course.** Part 2 of the course builds on the content and practice developed in Part 1.

Develop and practice your skills in decision making, leadership styles, problem solving, motivation and managing employee performance.

Performance assessment, taking disciplinary action, increasing work group effectiveness, including team building and the educative/consultative role are emphasized.

Where and when?

Calgary: (Part 1) Sept. 24-27, 1991

(Part 2) Oct. 15-18, 1991

Edmonton: (Part 1) Feb. 4-7, 1992

(Part 2) Mar. 3-6, 1992

TRAINING FOR INCOME SUPPORT SUPERVISORS

D9015

Two parts, four days each

Who should take this course?

Mandatory for all existing and new Income Support Supervisors. **Participants must attend both parts of this course.** Part 2 of the course builds on the content and practice of Part 1.

Enhance your knowledge of personal leadership styles and program related team effectiveness. Find out what your management responsibilities include and discuss supervision theories and techniques. Emphasis is on your role in performance management, managing change, team building, and training on the job.

Where and when?

Edmonton: (1) Jan. 6-9, 1992
(2) Feb. 3-6, 1992
Calgary: (1) Feb. 10-13, 1992
(2) Mar. 9-12, 1992

Special Programs

*** PBAR AND FINANCIAL MANAGEMENT (for non-management classifications)**

A9042

Two days

Who should take this course?

Non-management expenditure and budget officers.

Get the information and skills necessary to plan and administer your budget in accordance with the PBAR (Planning, Budgeting, Allocation and Reporting) process. Explore the scheduling of events in the PBAR cycle and find out your role in the PBAR decision making cycle.

Where and when?

Edmonton: Sep. 7-8, 1991
Calgary: Mar. 3-4, 1992

PRE RETIREMENT PLANNING

V9035

Two days (pre-course reading required)

Who should take this course?

Employees, managers and their spouses. It is recommended the course be taken 15-20 years before retirement. Please indicate on your application if your spouse will attend with you.

Start planning now for your future and a successful transition into retirement.

Develop appropriate and realistic plans for your retirement, assess your resources, interests and skills and review lifestyle options. Identify sources of information and advise with respect to pensions, financial and legal concerns, health and nutrition, housing alternatives, time utilization, aging and retirement.

Where and when?

Edmonton: Oct. 15-16, 1991
Calgary: Mar. 16-17, 1992

Alternate Delivery and Self-Instructional Programs

The Staff Development Resource Centre lists a number of self-instructional kits in its Resource Catalogue along with the video cassettes, films, and audio cassettes held by Staff Development. These resources are intended for use by staff in the Department of Family and Social Services.

All resources are available for viewing within the Staff Development Resource Centre, individually or in small groups of people. In order to ensure availability, it is recommended that you reserve both the learning resource and the Resource Centre at least one week in advance.

The Resource Centre is located on the 10th Floor, Centre West Building, 10035 - 108 Street in Edmonton, and is open between 8:15 am and 4:30 pm, Monday through Friday.

Arrangements may also be made to preview resources at the worksite. Materials are available for a one week period.

Interested parties should contact the Staff Development Resource Centre at 427-5949 (ask for Linda Desaulniers).

ADVANCE EXECUTIVE LEADERSHIP SKILLS

Y9001

Enhance and expand your executive interpersonal skills which are crucial to managerial effectiveness. Included in the kit are 2 audio cassettes, 1 workbook, 1 diary, and 1 answer key (Learning International).

THE ART OF NEGOTIATING

Y9003

Negotiating is studied and aspects such as Metatalk and How to Read a Person Like a Book are also examined. Kit consists of 7 text and 8 lesson cards. (Put together with various titles by Gerard I. Nierenberg.)

COURT IN SESSION

Y9009

This is an interactive video disc self-instructional training program. In providing protective services to children, court involvement may be part of a social worker's planned intervention. Appearing in court can be an unfamiliar and intimidating experience, especially for a new worker. This program focuses on the knowledge and skills required by a worker to prepare for court and to present a case in a child welfare hearing in accordance with the Child Welfare Act, regulations, policies and procedures, and the requirements of the court.

The program centres on a simulated child welfare case drawn from real cases and court experiences. The learner is required to assume the role of the caseworker and follow events through the decision to apply for a court order until the case is presented in a simulated court situation.

The utilization of video disc technology is an innovative approach in providing on-site self-study programs in Social Services. The blend of the computer, video and print materials provides an effective simulation of events and circumstances as well as modelling appropriate behaviours. The learner is allowed to control what, when and, to a degree, how the learning occurs.

This program was developed by Staff Development in conjunction with Child Protection Services, Regional staff, the Department of the Attorney General and the Public Affairs Bureau. The collaboration by all those involved has facilitated the integration of Child Welfare policies and procedures, the requirements of the legal system and the realism of field practice into a "you are there" training package.

Who should take this course?

Social workers who appear in court.

Requirements?

An interactive video disc system. This can be borrowed from Staff Development on request.

DEFENDER/CHALLENGER: ADVANCED FINANCIAL DECISION MAKING SYSTEM

Y9011

A system to instruct non-specialists in the art and science of successful decision making. Included are 2 workbooks, 1 interest factors table, 1 solution and reference manual, and 4 paper software tablets. (Xerox Learning Systems)

**EXECUTIVE DELEGATION:
ACHIEVING RESULTS THROUGH
PEOPLE**

Y9015

A learning system and applications guide that provides techniques for planning, executing, and monitoring delegation. The kit includes 2 workbooks, 1 applications guide, 1 answer key, 1 worksheet, 1 calendar guide, and 1 audio cassette. (Learning International)

**FUNDAMENTALS OF FINANCE AND
ACCOUNTING FOR NON-FINANCIAL
EXECUTIVES**

Y9017

Some of the many topics covered are: accounting fundamentals, cost accounting, and the managerial finance and investment decisions. Kit consists of 10 audio cassettes and 1 seminar text. (AMR/Advanced Management Reports)

**HELP YOURSELF TIME
MANAGEMENT**

Y9019

A program to help people make better use of their time. Offers proven strategies to help participants conquer procrastination, plan, prioritize, and delegate. Kit includes 5 workbooks, 1 answer key, 3 activity tablets, and 1 audio cassette. (Xerox Learning Systems)

INTERVIEWING CHILDREN

Y9023

This course package is designed to assist a skilled Child Protection worker, a consultant or a casework supervisor to deliver a

half-day workshop at the worksite. The workshop provides a review of basic interviewing skills; information on the particular needs of children in an interview situation; demonstrations of interviews with children at different ages; and an opportunity for participants to examine their own practise. The course package consists of a videotape, a Leader's Guide, and a sufficient number of the Participant's Guide which includes the pre-workshop reading.

Who should take this course?

Child Protection workers who wish to become more effective when interviewing children. (3-9 participants recommended per course.)

How to access?

Interested parties should contact Staff Development at 427-5949. Indicate the number of participants requiring the Participant's Guide. The workshop leader does not have to be an experienced trainer, but should have demonstrated skills in working with children.

LEADING MEETINGS

Y9025

A step-by-step guide to help you master the skills to keep meetings on track, inspire creative thinking, and build teamwork among participants. Kit consists of 2 workbooks, 1 answer key/reference book, and 2 audio cassettes. (Learning International)

MANAGE YOUR STRESS

Y9027

This course will help participants to manage their stress by developing an understanding of the nature, cause and effects of stress and

by learning self-regulating techniques for coping with stress. Included in this kit are: 1 stress profile, 1 participant's guide, 1 facilitator's guide, 7 audio cassettes, and 1 video cassette (1/2" or 3/4") (CRM/McGraw-Hill)

MANAGING INTERPERSONAL RELATIONSHIPS

Y9036

This package is designed to help us define and develop certain skills in interpersonal relationships. It will help us understand our impact on others so we can manage our relationships with them. Also, it will help us understand those whose styles are different from ours so that we can work productively with them rather than in conflict. Included in the kit are 1 study guide, 1 action plan guide, 1 program guide, and 3 audio cassettes. (Wilson Learning Corporation)

MANAGING MANAGEMENT TIME: THE GREATEST MANAGEMENT STORY EVER TOLD

Y9039

This program is an adaptation of an original seminar presentation by Bill Oncken, and contains over 12 hours of his world famous 2 day seminar "Managing Management Time." The content of this program delves deeply into the causes and effects of all facets of management and provides new techniques and concepts that can be applied at all levels of management. This is an 18 hour program and includes 10 audio tapes, 1 leader's guide, 1 student workbook and 1 transcript. (William Oncken)

NEGOTIATING SELF-TAUGHT

Y9047

An advanced system and field reference guide that teaches individuals how to become skilled negotiators. Included in the kit are: 2 workbooks, 1 applications guide, 1 answer key, 1 strategy worksheet, and 2 audio cassettes. (Learning International)

PRESENTATION BY OBJECTIVE

Y9056

A system that provides participants with a targeted approach to delivering presentations. Kit consists of 2 workbooks, 1 presentation book, and 2 audio cassettes. (Learning International)

SUICIDE PREVENTION TRAINING: GROUP FACILITATOR'S GUIDE

Y9067

Who should take this course?

Child Welfare Workers and others who come into contact with suicidal youth. The group facilitator must have completed the Department Suicide Prevention course or equivalent training.

This half-day training program and group facilitator's guide are intended for use by qualified group leaders who wish to conduct on-site training for social workers in suicide prevention. Using a video scenario involving a counsellor-client interaction, participants will be able to (1) identify a variety of warning signs or risk factors demonstrated by or associated with the client; and (2) make a risk assessment based on a consideration of these signs. Using the mnemonic SAD CHILDREN PLAN, participants will be able to (1) indicate how risk factors included in the mnemonic (i.e.

one for each letter) can be used to help identify a person at risk; and (2) complete a risk assessment on the client seen in the above-mentioned videotape. Participants will be able to identify and discuss the various intervention strategies/options available for use with clients at risk.

The group facilitator's guide will incorporate everything needed to prepare and deliver the training. Information concerning group process considerations, and setting up the training area, as well as lesson plans, handouts, background readings, and the videotape are included.

Specifications?

Video: Colour; 30 min.; VHS; 1/2 inch format.

WRITING FOR THE MINISTER: A MANUAL FOR DEPARTMENT STAFF # S9095

Who should take this course?

Any Departmental employee who may be required to develop a response to an Minister's Bring Forward (MBF).

This book is designed to assist Department staff who are required to respond to correspondence received by the Minister. The course is designed to make Department staff more aware of the role and viewpoint of the Minister. The Minister's Bring Forward (MBF) System is described, as are the roles of various ministerial and departmental staff. Key elements of effective writing are briefly covered, and participants will have an opportunity to practise drafting responses. The manual is the basis for the course, Writing for the Minister.

Availability

The manual can be used independently from the workshop. To request training or copies of the manual, contact Staff Development at 427-5949.

Computer Skills for Non-Computer People

TYPING TUTOR IV WITH LETTER INVADERS - KIT - 1987

Y9070

If you have never touched a key board before, this is the course for you! Typing Tutor is an interactive keyboard instruction and skill development software program for the IBM PC (XT & AT), PS 2, PC Jr. and compatibles. This program automatically adjusts to your abilities and progress, creating custom-designed lessons for you. Learn at your own pace as "Time Response Monitoring" analyzes the results of each lesson and practice test. The program clearly exhibits your speed, accuracy, strengths, and weaknesses, and graphs your progress along the way. Included in the kit are both 3 1/2" and 5 1/4" diskettes and User's Guide. (Simon and Schuster Software)

IBM 5520 WORD PROCESSING SELF - STUDY

Y9073

Who should take this course?

Headquarters staff who have good typing skills.

This program is designed to teach the participant skills on the IBM 5520 Administrative (word processing) System. The program consists of two courses: Basic and Advanced Operating Procedures, and

Basic and Advanced (Data) File Management. The Operating Procedures course consists of 27 modules, including a review module, and covers all text functions. Files training is made up of 6 modules that cover basic and advanced data file management including instruction in multi-level sorting and record selection. Participants work independently from a self-study training guide, with assistance from experienced operators, when required. Participants must have access to an IBM 5520 terminal. Participants may book time at the Word Processing Centre, 6th Floor, Seventh Street Plaza, or work at their own worksite (if a terminal is available). A certificate is issued upon completion of advanced topics in each course.

Basic Operating Procedures: 10-20 hours estimated completion time

Advanced Operating Procedures: 17-36 hours estimated completion time

Basic Files: 10 hours estimated completion time

Advanced Files: 20-30 hours estimated completion time

Where and when?

This course can be accessed directly by contacting Helen Dyksley, Headquarters Word Processing Services, 427-6092.

IBM PC WORD PROCESSING STUDY # Y9074

Who should take this course?

Headquarters staff who have good typing skills.

This program is intended to teach the participant WordPerfect 5.1 skills on the

IBM PC. The program consists of 36 lessons divided into three sections: Fundamentals I, Fundamentals II, and Special Features. A training outline is prepared for each participant based on prior word processing skills and functional requirements. The course may take anywhere from four to seven days, depending on the background of the participant. Participants work independently from a self-paced workbook, with assistance from experienced operators. Participants may book training time at the Word Processing Centre, 6th Floor, Seventh Street Plaza, or train at their own worksite, providing they have access to a PC, the WordPerfect program workbooks and a reference manual. A certificate is issued upon completion of each section of the course.

For further information or to access this course contact Helen Dyksley, Word Processing, at 427-6092.

The Management Commitment

The Management Commitment

The Management Commitment is a key element of the department's human resource development strategy. It is a comprehensive management training program focusing on the core competencies of management. Currently there are 15 courses in the program, five of which are mandatory. Additional courses continue to be developed as need and opportunity arise. All managers are required to complete the mandatory courses within three years of beginning their management career. The additional 10 courses address specific management competencies that may be required by individuals as determined by their career plans or through their MPS Report.

The five mandatory courses are:

- Context For Management in Family and Social Services (special presentations as required)
- Employee Relations
- PBAR and Financial Management
- Performance Management
- Community Relations (for Regional Managers - under development)

Executive Committee has approved a recommendation that all managers must take a minimum of five days of training each year. Once the mandatory courses are completed managers may choose to attend other courses from **The Management Commitment** series or from other providers such as PAO, the universities, colleges or other sources depending on training needs identified through their MPS. Decisions related to course registration or attendance should be made in consultation with the manager's immediate supervisor.

The development phase of **The Management Commitment** is nearly completed. Courses currently scheduled for the upcoming year are included in this training catalogue. As new courses are developed or if demand indicates the need for additional presentations of existing courses, notice will be circulated to all managers.

An additional difference this year is that the registration procedure for The Management Commitment courses is the same as for other department courses. Please refer to the section on registering for courses for registration information.

For further information on specific courses, **The Management Commitment** program, or other sources of management training please contact the Management Development Consultant in Staff Development at 427-5949. For other courses aimed at managers please use the PAO section of this calendar.

Schedule of Courses: The Management Commitment

This schedule provides a quick reference of course [course #], page number, and where and when each course is scheduled. For complete information see the course description.

Automated Information Management			PBAR And Financial Management		
[# A9024]		59	[# A 9042]		60
Edmonton:	Oct. 29-30, 1991		Calgary:	Oct. 8-9, 1991	
Edmonton:	Mar. 24-25, 1992		Edmonton:	Nov. 5-6, 1991	
Edmonton:	May 19-20, 1992		Edmonton:	Dec. 3-4, 1991	
			Edmonton:	Jan. 7-8, 1992	
			Edmonton:	Feb. 4-5, 1992	
Employee Relations			Performance Management		
[# A9012]		59	[# A9048]		60
Calgary:	Oct. 8-10, 1991		Edmonton:	Sep. 17-18, 1991	
Edmonton:	Apr. 14-16, 1992		Edmonton:	Oct. 1-2, 1991	
			Edmonton:	Oct. 22-23, 1991	
Increasing Work Unit Effectiveness			Calgary:	Nov. 6-7, 1991	
[# A9016]		59	Red Deer:	Nov. 26-27, 1991	
Calgary:	Jan. 14-15, 1992		Edmonton:	Jan. 14-15, 1992	
Edmonton:	Apr. 22-23, 1992		Edmonton:	Feb. 18-19, 1992	
			Edmonton:	Mar. 3-4, 1992	
Influence Skills Using Negotiating Strategies			Edmonton:	Apr. 7-8, 1992	
[# A9019]		60	Calgary:	May 14-15, 1992	
Edmonton:	Oct. 24-25, 1991		Edmonton:	Jun. 2-3, 1992	
Edmonton:	May 26-27, 1992				
Managing Effective Meetings			Project Management		
[# A9036]		60	[# A9052]		60
Edmonton:	Nov. 18-19, 1991		Edmonton:	Nov. 13-14, 1991	
Edmonton:	Mar. 10-11, 1992		Edmonton:	Jan. 28-29, 1992	
Overview Of Personnel Management And Staffing			Skills Of Managing People		
[# A9072]		60	[# A9068]		61
Calgary:	Nov. 13-14, 1991		Edmonton:	Oct. 2-4, 1991	
Edmonton:	Apr. 28-29, 1992		Calgary:	Feb. 10-12, 1992	
			Writing Skills		
			[# A9076]		61
			Edmonton:	Oct. 29-31, 1991	
			Edmonton:	May 5-6, 1992	

The Management Commitment Training and Development Courses

* mandatory course

AUTOMATED INFORMATION MANAGEMENT # A9024

Two days

Learn how to successfully integrate automated information systems into your worksite. Gain an overview of electronic data processing (EDP), both in terms of general trends and issues. Learn how to apply information technology, including the role of IRS.

Where and when?

Edmonton: Oct. 29-30, 1991
Edmonton: Mar. 24-25, 1992
Edmonton: May 19-20, 1992

*** EMPLOYEE RELATIONS # A9012**

Three days

Expand your knowledge of the collective agreement and find out how to administer it more effectively. Learn how to implement the disciplinary process and how to respond to a grievance. You will develop a clearer understanding of the various roles of employee relations and how the delegation of authority affects you as a manager.

Where and when?

Calgary: Oct. 8-10, 1991
Edmonton: Apr. 14-16, 1992

INCREASING WORK UNIT EFFECTIVENESS # A9016

Two days

What does effectiveness mean to you as a manager? What factors influence the effectiveness of your work unit? Become aware of the importance of reviewing the effectiveness of your work unit.

Explore the dimensions of productivity within the work unit and find out how human needs impact on health, individual productivity and organizational goal achievement.

Where and when?

Calgary: Jan. 14-15, 1992
Edmonton: Apr. 22-23, 1992

INFLUENCE SKILLS USING NEGOTIATING STRATEGIES # A9019

Two days

Become a successful negotiator! Expand your knowledge and skills in the art of successful negotiation. Learn the tools and techniques of basic negotiation, which can be utilized in a variety of management roles.

Where and when?

Edmonton: Oct. 24-25, 1991
Edmonton: May 26-27, 1992

MANAGING EFFECTIVE MEETINGS

A9036

Two days

Become more effective at meetings, whether as a participant or a leader. Learn how to create an agenda, structure and plan a meeting. Find out how to influence the content and process of meetings, while ensuring responsibility for decisions and actions.

Where and when?

Edmonton: Nov. 18-19, 1991

Edmonton: Mar. 10-11, 1992

OVERVIEW OF PERSONNEL MANAGEMENT AND STAFFING

A9072

Two days

Improve your skills in the selection and execution of appropriate staffing strategies. What is the legislative context in which staffing is carried out? Find out what resources are available when you are faced with staffing decisions.

Where and when?

Calgary: Nov. 13-14, 1991

Edmonton: Apr. 28-29, 1992

*** PBAR AND FINANCIAL MANAGEMENT**

A9042

Two days

Get the information and skills necessary to plan and administer your budget in accordance with the PBAR (Planning, Budgeting, Allocation and Reporting)

process. Explore the scheduling of events in the PBAR cycle and find out your role in the PBAR decision making cycle.

Where and when?

Calgary: Oct. 8-9, 1991

Edmonton: Nov. 5-6, 1991

Edmonton: Dec. 3-4, 1991

Edmonton: Jan. 7-8, 1992

Edmonton: Feb. 4-5, 1992

*** PERFORMANCE MANAGEMENT**

A9048

Two days

Learn how to utilize performance management as a day-to-day tool rather than a once a year chore! Become a proficient user of the performance management systems employed within the department.

Where and when?

Edmonton: Sep. 17-18, 1991

Edmonton: Oct. 1-2, 1991

Edmonton: Oct. 22-23, 1991

Calgary: Nov. 6-7, 1991

Red Deer: Nov. 26-27, 1991

Edmonton: Jan. 14-15, 1992

Edmonton: Feb. 18-19, 1992

Edmonton: Mar. 3-4, 1992

Edmonton: Apr. 7-8, 1992

Calgary: May 14-15, 1992

Edmonton: June 2-3, 1992

PROJECT MANAGEMENT

A9052

Two days

Learn how to get the job done efficiently and effectively using the project management approach. Learn how to plan and implement program and organizational

changes and to manage staff who are managing projects.

A three-day-version of this course is available for those who want in-depth training on the use of project management tools. For the three day-version, see the section on SD Courses: Development and Coordination of Programs.

Where and when?

Edmonton: Nov. 13-14, 1991

Edmonton: Jan. 28-29, 1992

Where and when?

Edmonton: Oct. 29-31, 1991

Edmonton: May 5-6, 1992

SKILLS OF MANAGING PEOPLE

A9068

Three days

Become an effective manager of people! Increase the morale and productivity of your work unit. Explore your personal managerial behaviour. Find out how you impact staff and unit productivity.

Where and when?

Edmonton: Oct. 2-4, 1991

Calgary: Feb. 10-12, 1992

WRITING SKILLS

A9076

Two - three days

Learn how to write clear, reader focused letters, memos and reports. Develop efficient techniques for tone, organization and paragraphing. This workshop is available in both a two-day and a three-day version. Learn how to write clear, concise letters and memos in the two-day version. The three-day version includes how to write a major report or policy containing complex information.

**Michener Centre
Training and Development**

Schedule of Courses: Michener Centre

This section of the calendar identifies both department-wide courses relevant to Michener Staff, and Michener specific training offered and coordinated through the Michener Staff Development unit.

Registration for these courses is made using the SSA 63A form, through Michener Staff Development. For a guide in determining which courses are appropriate for you, consult the chart, "Which Courses Are For Me?", on page 10 of this calendar.

This schedule provides a quick reference of course [course #], page number, and where and when each course is scheduled. For complete information see the course description.

Project Management [# G9085] Nov. 5-7, 1991	69	Office Administration	71
Developing Treatment Plans [# J9019] Nov. 27-28, 1991	69	DRM 1 - Introduction To Records Management Systems [# P9101] Oct. 24-25, 1991	71
Documentation [# Y9006] Jan. 23, 1992	69	DRM 2 - Records Systems Improvements [# P9201] Nov. 21-22, 1991	71
Suicide Prevention [J9063] Feb. 25-26, 1992	70	DRM 3 - Records Disposition [# P9301] Dec. 12-13, 1991	71
Teaching Living Skills [# J9071] Mar. 4-5, 1992	70	DRM 10 - Introduction To Forms Management [# P9010] Mar. 16, 1992	72
The Therapeutic Environment [# J9074] Apr. 15-16, 1992	70	DRM 11 - Client Records Management [# P9011] Sep. 16-17, 1991	72
Understanding And Managing The Helping Relationship [# J9077] Nov. 5-6, 1991	70		

**Professional Telephone Techniques
For Family And Social Services**
[# S9069] 73
Feb. 18, 1992

Serving The Public Effectively
[# S9085] 73
Apr. 28-29, 1992

Training Trainers 73

**Training Techniques For Effective
Workshops**
[# S9007] 73
Nov. 13-14, 1991

On-The-Job Training Methods
[# S9090] 73
Mar. 10-11, 1992
May 26-27, 1992

Supervisory Development 74

**Skills For Supervising In Family
And Social Services**
[# D9008] 74
Session 1:
Level 1 - Sep. 10-12, 1991
Level 2 - Oct. 1-3, 1991
Level 3 - Oct. 22-23, 1991

Session 2:
Level 1 - Dec. 3-5, 1991
Level 2 - Jan. 14-16, 1992
Level 3 - Feb. 4-5, 1992

Session 3:
Level 1 - Apr. 7-9, 1992
Level 2 - Apr. 28-30, 1992
Level 3 - May 19-20, 1992

First Aid and Medical Training

Administration of Medications
[# M8004] 74
Dates TBA

**Administration of Medications
Review**
[# M8005] 75
Sep. 16-27, 1991
Sep. 16-27, 1991
Oct. 21-Nov. 1, 1991
Nov. 18-29, 1991
Dec. 2-13, 1991
Jan. 20-31, 1992
Feb. 17-28, 1992
Mar. 16-27, 1992
Apr. 20-May 1, 1992
May 18-29, 1992
Jun. 15-26, 1992

**Cardiopulmonary Resuscitation
(CPR)**
[# M8008] 75
Dates TBA

**Cardiopulmonary Resuscitation
(CPR) Recertification**
[# M8009] 75
Dates TBA

First Aid
[# M8012] 75
Dates TBA

First Aid Recertification
[# M8013] 76
Dates TBA

Advanced CPR
[# M8016] 76
Dates TBA

Advanced First Aid
[# M8020] 76
Dates TBA

Advanced Cardiac Life Support (ACLS)

[# M8028]

76

Dates TBA

Emergency Medical Technician

[# M8024]

76

Dates TBA

Heimlich Maneuver

[# M8032]

77

Dates TBA

Medical Seminars and Technology

[# M8036]

77

Dates TBA

Behaviour Management Training

Predicting And Preventing Violent Behaviour

[# M8040]

77

Dates TBA

Controlling Violent Behaviour

[# M8048]

77

Dates TBA

Relationship Training

[# M8044]

78

Dates TBA

Speech and Language Services Training

78

Introduction To Communication For The Nonvocal Severely Communicatively Impaired

[# M8052]

78

Dates TBA

Sign Language And The Use Of Natural Gestures With The Developmentally Handicapped

[# M8056]

78

Dates TBA

Michener Centre Training and Development Courses

PROJECT MANAGEMENT

G9085

Three days (pre-course reading required)

Who should take this course?

Staff who manage projects or who are assigned project management responsibilities.

Learn how to get the job done through effective management of people, resources and contingencies, even when you don't have line authority! Find out how to increase your influence in situations where you don't have formal control, and get the job done efficiently and effectively.

Day three is a hands-on opportunity to develop and apply a project management system for your project.

When?

Nov. 5-7, 1991

DEVELOPING TREATMENT PLANS

J9019

Formerly Human Development J9030, Individual Program Planning # J9036, and Social Learning Theory # J9053

Three days

Who should take this course?

Rehabilitation Practitioners and Psychologists who have previous knowledge of human development, behavioural intervention and change techniques, systems

theory, and the philosophy and program of Michener centre.

Learn how to integrate human development and social learning theories into the treatment process. Review the process for developing a treatment plan for a client in a residential centre. Expand your knowledge of assessment, design, implementation and evaluation. The value of both planning treatment and family involvement will be discussed.

When?

Nov. 26-28, 1991

DOCUMENTATION

Y9006

Formerly Observing, Recording and Reporting # J9050

One day (pre-course reading required)

Who should take this course?

All front line workers. Participants should have some experience with observing behaviour and minimal experience in writing reports.

Enhance your ability to organize and write an objective progress report based on behavioural observation. Learn to distinguish behaviour from inference.

When?

Jan. 23, 1992

SUICIDE PREVENTION (CPS)

J9063

Three days

Who should take this course?

Professional staff, Supervisors and all front line staff.

Learn how to deal with potentially suicidal clients. Develop your skills in information gathering, risk assessment, crisis intervention and case planning. Find out the department guidelines and legislation on the appropriate ways of dealing with a suicidal client. Be prepared to examine your attitude toward death, suicide and helping a client at risk.

When?

Feb. 25-26, 1992

When?

Mar. 4-5, 1992

THE THERAPEUTIC ENVIRONMENT

J9074

Two days

Who should take this course?

All front line staff.

Discover the concepts of the therapeutic milieu as described by Redl and find out how to apply them. Learn how to use the environment to teach clients new skills. The concepts and skills learned will be presented within the context of the Michener philosophy.

When?

Apr. 15-16, 1992

TEACHING LIVING SKILLS

J9071

Two days

Who should take this course?

Supervisors and Rehabilitation Practitioners.

Learn how to teach living skills to clients with skill deficits. Learn the processes of learning, writing of behavioural objectives, developing content and support knowledge, and the writing of formal lesson plans to correct skills deficits.

UNDERSTANDING AND MANAGING THE HELPING RELATIONSHIP

J9077

Two days

Who should take this course?

Staff engaged in a direct helping relationship with clients.

Gain the knowledge, skills and practice required to understand, initiate and successfully maintain a helping relationship. Enhance your understanding of your role in the client/system interaction and the nature of helping. Discover how to engage the client in the helping process and how to develop rapport with reluctant/resistant/hostile clients.

When?

Nov. 5-6, 1991

Office Administration

RECORDS MANAGEMENT SYSTEMS

DRM 1, 2, and 3 are a sequential three part series. It is strongly recommended participants register for all three parts, in sequence, within the same calendar year. Upon successful completion of the series a certificate will be issued.

DRM 1 - INTRODUCTION TO RECORDS MANAGEMENT SYSTEMS # P9101

Two days (pre-course reading required)

Who should take this course?

Secretaries, records office staff and supervisors, and staff involved in the development and maintenance of filing systems. Participants are asked to read Chapters 7 and 9 of the Records Management Manual, Volume 1, and bring Volume 2 of the Records Management Manual.

Find out how to identify administrative and operational files and classify documents. Topics include the organization and objectives of the records management program, how the Departmental File Classification System operates, Records Classification operations, using the Records Management Manual, and identifying suitable types of records equipment and supplies.

When?

Oct. 24-25, 1991

DRM 2 - RECORDS SYSTEMS IMPROVEMENTS

P9201

Two days (pre-course reading required)

Prerequisite: DRM 1

Who should take this course?

Secretaries, records office staff and supervisors, and staff involved in the development and maintenance of filing systems. Participants are asked to read Chapters 6,8,9, and 14 of the Records Management Manual, Volume 1, and to bring Volume 2 of the Records Management Manual.

Learn how to take an existing filing system and convert it to the Departmental File Classification System. Topics include records improvement methods and conversion methodology, the steps in developing a records system, the inventory process for conversion, converting records from a local system to the Departmental File Classification System, designing a records retrieval mechanism, establishing maintenance procedures, documenting records procedures in a manual, and evaluating the new system.

When?

Nov. 21-22, 1991

DRM 3 - RECORDS DISPOSITION

P9301

Two days (pre-course reading required)

Prerequisite: DRM 2

Who should take this course?

Secretaries, records office staff and supervisors, and staff involved in the

development and maintenance of filing systems. Required readings are Chapters 8 and 9 of the Records Management Manual, Volume 1.

Focuses on the records scheduling and disposition process. Enhance your knowledge of inventory techniques and the records life cycle which is critical in the disposition process. There will be a workshop involving the completion of the Public Records Transfer form (PWSS 0121 and 0123) and the Reference Request form (PWSS 3103). Topics include requesting the disposition of converted and unconverted records, implementing approved Requests for Records Disposition Authorities, disposing of non-record material, and utilizing the service of the Alberta Records Centre and the Provincial Archives of Alberta.

When?

Dec. 12-13, 1991

DRM 10 - INTRODUCTION TO FORMS MANAGEMENT

P9010

One day (pre-course reading required)

Who should take this course?

Staff who perform or supervise the acquisition process of forms. A certificate will be issued upon successful completion of the course.

What are the cost benefits of forms? Find out how to use Forms Services to create or improve forms. Topics include how Forms Services can be used to improve efficiency and effectiveness; identifying forms problems and needs without creating more paperwork; initiating new forms and

forms revisions; and obtaining existing forms.

When?

Mar. 16, 1992

DRM 11 - CLIENT RECORDS MANAGEMENT

P9011

Two days (pre-course reading required)

Who should take this course?

Records office staff, supervisors and social workers. Required readings for the course are Chapters 14, 15, and 17 of the Records Management Manual, Volume 1. A certificate will be issued upon successful completion of the course.

Find out about the appropriate filing systems, equipment and supplies for client records. Topics covered include Client Index; Client File standards and the inventory disposition of client records according to PRC authorities; the objectives of the Records Management Program; the purpose and benefits of client file standard; maintaining client records systems and transferring active files between offices; inventorying and disposing of client records in accordance with approved PRC authorities; and the process for secure handling of records.

When?

Sep. 16-17, 1991

Communications

PROFESSIONAL TELEPHONE TECHNIQUES FOR FAMILY AND SOCIAL SERVICES

S9069

One day

Who should take this course?

Staff who use the telephone in their jobs. Some of the material in this workshop is also covered in *Serving the Public Effectively*.

Develop effective telephone communication skills. Increase your knowledge of the R.I.T.E. system and find out how to create a professional image over the telephone. Learn how to deal with irate callers, communicate clearly and give the right message. Find out about the R.I.T.E. network - why we have it and how to use it.

When?

Feb. 18, 1992

SERVING THE PUBLIC EFFECTIVELY

S9085

Two days

Who should take this course?

Michener staff not involved with in-depth casework, but who do have ongoing face-to-face and telephone contacts with the general public.

What does serving the public mean? What are the rights and responsibilities of clients and staff? Gain the perspectives and skills for handling occasions in which stress and conflict often seem inevitable because of the situations in which clients

find themselves. Learn how to build positive client relationships, solve problems, handle complaints, and diffuse hostile situations.

When?

Apr. 28-29, 1992

Training Trainers

TRAINING TECHNIQUES FOR EFFECTIVE WORKSHOPS

S9007

Two days

Who should take this course?

Staff who are required to conduct workshops for other Departmental employees or clients.

Discover how to deliver effective, participatory workshops during this "Train the Trainer" program. Learn to facilitate active involvement of workshop participants. Find out how to select and use a variety of training methods. Learn how to create an appropriate training environment, recognize sound training objectives, receive and give feedback and handle problems as they arise.

When?

Nov. 13-14, 1991

ON-THE-JOB TRAINING METHODS

S9090

Two days (pre-course reading required)

Who should take this course?

Supervisors who provide orientation and training to new staff and ongoing coaching of all staff on changes in policies, programs and practices. Also "program" consultants

who provide training support to front line service delivery staff.

Enhance your ability to teach job skills on a one-to-one basis at your worksite. Learn how to plan, prepare, tell, show and coach one-on-one training. Find out how to determine the best learning sequence and how to ensure results.

When?

Mar. 10-11, 1992

May 26-27, 1992

Supervisory Development

SKILLS FOR SUPERVISING IN FAMILY AND SOCIAL SERVICES

D9008

Eight days divided into three sessions

Who should take this course?

Mandatory for all supervisors.

Gain role clarity and develop self confidence in your supervisory capacity.

Explore the changes which you encounter while changing roles from the front line to Supervisor. Learn how to manage your staff effectively while meeting organizational objectives. Gain an understanding of the work of your staff, effective communication, creating and maintaining a positive work environment, identifying good employee performance, decision making and problem solving. You will have an opportunity to practice and develop the supervisory skills you need on the job.

When?

Session 1:

Level 1 - Sep. 10-12, 1991

Level 2 - Oct. 1-3, 1991

Level 3 - Oct. 22-23, 1991

Session 2:

Level 1 - Dec. 3-5, 1991

Level 2 - Jan. 14-16, 1992

Level 3 - Feb. 4-5, 1992

Session 3:

Level 1 - Apr. 7-9, 1992

Level 2 - Apr. 28-30, 1992

Level 3 - May 19-20, 1992

Michener In-House Training

First Aid And Medical Training

ADMINISTRATION OF MEDICATIONS

M8004

54 hours, scheduled afternoons from 1300 - 1500 hrs.

Who should take this course?

Staff who are required to administer medication in their unit.

Gain the knowledge necessary to administer medications in a safe manner to the residents of Michener Centre. Learn the Pharmacy Policies and Procedures, and how to utilize competently the Modular Adaptive Drug Delivery System. Upon successful completion of this course, you will be authorized to administer medications (excluding injections) for three years.

When?

On demand, 3 - 5 per year

Dates TBA

**ADMINISTRATION OF MEDICATIONS
REVIEW**

M8005

16 hours, scheduled over the last two weeks of each month, Monday to Friday, 1000 - 1200 hrs. unless otherwise noted.

Who should take this course?

Staff who are authorized to administer medication at Michener Centre, but were certified three years ago.

This is a review and update of medications, policies and procedures of Michener Centre. Upon successful completion of this course, you will be re-authorized to administer medications at Michener for a period of three years.

When?

Sep. 16 - 27, 1991

Sep. 16 - 27, 1991: 1300 - 1500

Oct. 21 - Nov. 1, 1991

Nov. 18 - 29, 1991

Dec. 2 - 13, 1991

Jan. 20 - 31, 1992

Feb. 17 - 28, 1992

Mar. 16 - 27, 1992

Apr. 20 - May 1, 1992

May 18 - 29, 1992

June 15 - 26, 1992

**CARDIOPULMONARY
RESUSCITATION (CPR)**

M8008

Who should take this course?

Mandatory for all staff.

Learn the basic theory and skills of an emergency first aid procedure. C.P.R. consists of opening and maintaining a patients airway, providing ventilation by means of rescue breathing, and providing artificial circulation by means of external cardiac compression.

Upon successful completion of the course you will be awarded Canadian Heart Foundation Certificate cards through Mount Royal College, valid for one year.

When?

Eight courses, dates of which are TBA.

**CARDIOPULMONARY
RESUSCITATION (CPR)
RECERTIFICATION**

M8009

Who should take this course?

All staff must recertify their C.P.R. after a period of no more than one year.

When?

Ten courses, dates of which are TBA.

FIRST AID

M8012

Who should take this course?

Mandatory for all staff.

Learn the principles and practices of first aid to enable you to deal with the majority of injuries in which first aid is required. Upon successful completion of this course you will be awarded a Standard First Aid certificate through St. John Ambulance, valid for three years.

When?

Six courses, dates of which are TBA.

FIRST AID RECERTIFICATION

M8013

Who should take this course?

All staff must recertify their first aid qualification after three years.

When?

Eight courses, dates of which are TBA.

ADVANCED C.P.R.

M8016

Who should take this course?

Advanced C.P.R. is mandatory for Registered Nurses, Registered Psychiatric Nurses and Graduate Nurses working in the sick bay unit.

Become better equipped with knowledge and skills to provide emergency care.

When?

Dates TBA.

ADVANCED FIRST AID

M8020

Prerequisite: Candidates must possess a valid St. John Ambulance Standard First Aid Certificate and must pass a pre-entrance examination, consisting of both a written and a practical examination based on the standard course.

Who should take this course?

Medical team and selected staff members.

Become better prepared to meet the client's emergency care needs by

expanding your knowledge and understanding of specialized first aid.

When?

Dates TBA

ADVANCED CARDIAC LIFE SUPPORT (ACLS)

M8028

Who should take this course?

Mandatory for Registered Nurses, Registered Psychiatric Nurses, and Graduate Nurses working in the Sick Bay Unit.

Learn the procedures and techniques of advanced cardiac life support. Advanced cardiac life support consists of: basic life support; the use of adjunctive equipment and special techniques for establishing and maintaining effective ventilation and circulation; electrocardiographic monitoring and arrhythmia recognition; the establishment and maintenance of intravenous access; the deployment of therapies (including drug and electrical therapies; for emergency treatment of patients with cardiac and /or respiratory arrests and for stabilization in the post arrest phase; and the treatment of patients with suspected or overt acute myocardial infarction.

When?

Dates TBA

EMERGENCY MEDICAL TECHNICIAN

M8024

Who should take this course?

All firemen working at Michener's Fire Department.

Learn the appropriate procedures to employ when rendering emergency care to, or transporting, the sick or injured. This course is offered through N.A.I.T. or S.A.I.T. as required.

HEIMLICH MANEUVER

M8032

One hour seminar.

Who should take this course?

Mandatory for all front-line staff.

Learn how to assist a person who is choking on an obstruction. The Heimlich Maneuver is the preferred initial treatment to dislodge an aspirated foreign body in adults and children.

When?

Dates TBA

MEDICAL SEMINARS AND TECHNOLOGY

M8036

Who should take this course?

Designed to meet the needs of Registered Nurses, Registered Psychiatric Nurses or Graduate Nurses working in medical areas.

These Workshops are designed to keep nursing staff current, and will be offered periodically on a variety of topics. Topics scheduled to be offered include Cardiovascular diseases, Epilepsy, Swallowing Disorders, Geriatric Care, Aseptic Techniques, or any topics requested to meet the nurses needs.

When?

Dates TBA

Behaviour Management Training

PREDICTING AND PREVENTING VIOLENT BEHAVIOUR

M8040

One day

Who should take this course?

All new employees and/or employees not requiring self-defense maneuvers.

Learn how to prevent violent situations.

Become aware of situations which may result in violent behaviour on the part of the client. Learn basic self-defense. Find out how to use the least restrictive, most effective treatment procedure in as humane and ethical a manner as possible in dealing with violent behaviour.

When?

Dates TBA

CONTROLLING VIOLENT BEHAVIOUR

M8048

One day

Prerequisite: Predicting and Preventing Violent Behaviour

Who should take this course?

Employees requiring self-defense maneuvers.

Learn the self-defense skills necessary to enable you to respond to violent situations at work. Learn how to safely capture a client who is exhibiting violent behaviour, and how to ensure the safety of everyone involved.

When?

Dates TBA

RELATIONSHIP TRAINING

M8044

Half day

Who should take this course?

Front line Institutional Aids, Therapy Assistants and all other levels Michener Centre.

Learn how to manage situations where expressions of sexuality are exhibited. Explore aspects of staff/client relationships and the management of client social/sexual behaviour.

When?

Available September 1991.

Speech and Language Services Training

INTRODUCTION TO COMMUNICATION FOR THE NON-VOCAL SEVERELY COMMUNICATIVELY IMPAIRED

M8052

Two to three days

Who should take this course?

Team leaders (Rehabilitation Practitioners) and other professionals who have direct involvement with the severely communicatively impaired client.

Explore strategies of communication which expand and enhance the nonvocal client's communication repertoire. Environmental influences and caregiver techniques will be discussed which affect the quality and extent of effective

communication. Switches, scanning mechanisms, and communication boards utilized today will be reviewed in terms of use and effectiveness.

When?

Dates TBA

SIGN LANGUAGE AND THE USE OF NATURAL GESTURES WITH DEVELOPMENTALLY HANDICAPPED

M8056

Six hours

Who should take this course?

Caregivers who have daily contact with deaf or nonvocal clients.

Develop a functional nonvocal vocabulary for use in your daily routine. Expand your knowledge on total communication, sign language, deafness, use of gestural language with developmentally handicapped and vocabulary selection. The course includes practice sessions.

When?

Dates TBA

**Personnel Administration Office (PAO)
Training and Development**

Schedule of Courses: PAO Training and Development

The PAO courses included in this calendar are considered relevant for department employees.

Copies of the PAO calendars that contain Training and Development, Occupational Health and Safety, Personnel Planning, Career Development, plus Employee Relations Division (non-personnel community programs), Management Programs Division, and Human Rights Commission courses will be sent to each worksite.

Calenders containing information on PAO courses delivered through University of Alberta and N.A.I.T. will be sent to each worksite.

Information regarding **Executive and Senior Management training** courses administered through PAO will be mailed directly to executives and senior managers.

Applications for PAO courses are to be submitted to Staff Development using the SSA 63A form six weeks prior to the date of course commencement. Since there is new open registration in place of previous seat allocations by various departments, early registration is recommended. Registrations for courses delivered through University of Alberta and N.A.I.T. must be submitted to those institutions, and the SSA 63A form submitted to Staff Development.

Prior to registration, employees should discuss with their immediate supervisor any request for time off and/or financial reimbursement. Where appropriate, cost sharing and/or time off may be available at the supervisor's discretion. Employees must submit a completed SSA 63A to receive credit.

Please contact Staff Development Headquarters for further information. Additional dates will be made available by PAO when their schedule is developed. Courses are cancelled where there is insufficient demand. Applications are accepted until the course is full and a wait list is kept where appropriate.

This schedule provides a quick reference of course [course #], page number, and where and when each course is scheduled. For complete information see the course description.

Introduction to Central Agencies of the Alberta Public Service	85	Joint Worksite Health and Safety Committee	87
Edmonton: Apr. 8, 1992		Edmonton: Nov. 14, 1991	
Cost: \$50.00 per participant		Cost: \$20.00 per participant	
Management Preparation Program	85	Small Craft/Water Survival	87
Edmonton: Sep. 3-6, 1991		Edmonton: Apr. 28, 1992	
Edmonton: Oct. 8-11, 1991		Cost: \$80.00 per participant	
Calgary: Nov. 4-7, 1991		Standard Modular First Aid	87
Edmonton: Nov. 26-29, 1991		Edmonton: May 4-5, 1992	
Edmonton: Jan. 21-24, 1992		Cost: \$80.00 per participant	
Edmonton: Feb. 18-21, 1992			
Edmonton: Apr. 27-30, 1992		Behavioural Health	88
Cost: \$250.00 per participant			
Managing In The Public Service	86	Positive Assertiveness	88
Edmonton: Oct. 8-11, 1991		Edmonton: Feb. 6, 1992	
Edmonton: Nov. 26-29, 1991		Edmonton: Apr. 2, 1992	
Calgary: Dec. 2-5, 1991		Cost: \$50.00 per participant	
Edmonton: Feb. 18-21, 1992		Combating Stress in the Workplace	88
Cost: \$350.00 per participant		Edmonton: Jan. 17, 1992	
Occupational Safety	86	Edmonton: Feb. 13, 1992	
Occupational Health And Safety For Managers And Supervisors	86	Edmonton: Apr. 16, 1992	
Edmonton: Oct. 23, 1991		Edmonton: Apr. 23, 1992	
Cost: \$110.00 per participant		Cost: \$50.00 per participant	
Defensive Driving	86	Building Effective Interpersonal Relationships	88
Edmonton: Oct. 24, 1991		Edmonton: Sep. 17, 1991	
Cost: \$40.00 per participant		Cost: \$50.00 per participant	
Emergency First Aid	87	Managing The Troubled Employee	88
Edmonton: Jan. 20, 1992		Edmonton: Dec. 4, 1991	
Cost: \$40.00 per participant		Edmonton: Jun. 10, 1992	
		Cost: None	

Career Planning Programs 89

Career Enhancement For Senior Managers 89

Edmonton: Oct. 3, 1991
 Edmonton: Jan. 23, 1992
 Edmonton: Apr. 22, 1992
Cost: \$100.00 per participant

Career Enhancement For Managers 89

Edmonton: Sep. 18-19, 1991
 Edmonton: Jan. 28-29, 1992
 Edmonton: Mar. 18-19, 1992
 Edmonton: May 27-28, 1992
Cost: \$160.00 per participant

Career Planning for Professionals 89

Edmonton: Oct. 15-17, 1991
 Edmonton: Jan. 6-8, 1992
 Edmonton: Apr. 14-16, 1992
 Edmonton: Jun. 23-25, 1992
Cost: \$160.00 per participant

Introduction To Career Planning 89

Edmonton: Sep. 23-25, 1991
 Edmonton: Nov. 12-14, 1991
 Edmonton: Jan. 14-16, 1992
 Edmonton: May 19-21, 1992
Cost: \$140.00 per participant

Training and Development Courses

The PAO management courses, Introduction to The Central Agencies of The Alberta Public Service, Management Preparation Program and Managing in the Public Service are complimentary to The Management Commitment Program.

Introduction To The Central Agencies of the Alberta Public Services covers a broad range of central agencies providing a different focus than The Context for Management in Family and Social Services.

The Management Preparation Program is an orientation to management for potential managers. This course provides a perspective beyond the horizons of this department.

Managing In The Public Service will provide participants with a broad perspective on government wide management skills. Further information on these courses is available from the Management Development Consultant in Staff Development.

INTRODUCTION TO THE CENTRAL AGENCIES OF THE ALBERTA PUBLIC SERVICE

One day

Who should take this course?

Managers who want more information regarding central agencies.

Learn about the central systems and agencies of the Alberta Public Service. Become informed about recent changes and sources of additional information or assistance.

Where and when?

Edmonton: Apr. 8, 1992

Cost?

\$50.00 per participant

MANAGEMENT PREPARATION PROGRAM

Four days

Who should take this course?

Supervisors whose next move is into management.

Increase your understanding of the role of the manager in the Alberta Public Service. Expand your knowledge on a variety of management issues and topics, and acquire effective management skills. Pre-course reading will be assigned.

Where and when?

Edmonton: Sep. 3-6, 1991

Edmonton: Oct. 8-11, 1991

Calgary: Nov. 4-7, 1991

Edmonton: Nov. 26-29, 1991

Edmonton: Jan. 21-24, 1992

Edmonton: Feb. 18-21, 1992

Edmonton: Apr. 27-30, 1992

Cost?

\$250.00 per participant

MANAGING IN THE PUBLIC SERVICE

Four days

Who should take this course?

Managers with two to three years of management experience.

What are the skills needed for effective leadership at middle and senior levels of management? Explore a range of management topics with a focus on practical application of skills. Develop a need-specific training plan based on the feedback of your management skills. Pre-course reading will be assigned.

Where and when?

Edmonton: Oct. 8-11, 1991
Edmonton: Nov. 26-29, 1991
Calgary: Dec. 2-5, 1991
Edmonton: Feb. 18-21, 1992

Cost?

\$350.00 per participant

PAO: TRAINING PROGRAM FOR PERSONNEL ADMINISTRATORS

A separate PAO calendar detailing the scheduling of courses for Personnel Administrators will be mailed to the worksites.

In selecting courses, Personnel Administrators should consult with Personnel Services: Karen Massey, Manager, Headquarters Personnel Services Unit, (422-3971).

PAO: Occupational Health and Safety Programs and Services

OCCUPATIONAL HEALTH AND SAFETY FOR MANAGERS AND SUPERVISORS

One day

Who should take this course?

Supervisors and Managers

What are the fundamentals of occupational hygiene? Gain insight into the basic methods of recognition, evaluation and control of occupational health hazards.

Where and when?

Edmonton: Oct. 23, 1991

Cost?

\$110.00 per participant.

DEFENSIVE DRIVING

One day

Who should take this course?

Staff whose job requires the use of a vehicle.

Learn how to drive defensively and prevent accidents. Increase your knowledge of traffic safety. This course is sponsored by the Canada Safety Council.

Where and when?

Edmonton: Oct. 24, 1991

Cost?

\$40.00 per participant

EMERGENCY FIRST AID

One day

Who should take this course?

Staff who work in either an office/administrative environment or in field operations where an emergency first aid level is required under Alberta First Aid Regulations.

Gain the skills and knowledge necessary to enable you to deal with the majority of injuries in which first aid is required. Become qualified for certification at the emergency certificate level.

Where and when?

Edmonton: Jan. 20, 1992

Cost?

\$40.00 per participant

JOINT WORKSITE HEALTH AND SAFETY COMMITTEE

One day

Who should take this course?

Members of a Joint Health and Safety Committee.

What are your responsibilities as a member of a Joint Health and Safety Committee under the Alberta Government Safety Program? Explore the Occupational Health and Safety Act and regulations. Find out the roles and functions of Joint Worksite Health and Safety Committees.

Where and when?

Edmonton: Nov. 14, 1991

Cost?

\$20.00 per participant

SMALL CRAFT/WATER SURVIVAL

One day

Who should take this course?

Staff whose job requires them to use small water craft.

Gain the basic skills required to handle small crafts. Practice water survival and rescue techniques under controlled conditions.

Where and when?

Edmonton: Apr. 28, 1992

Cost?

\$80.00 per participant

STANDARD MODULAR FIRST AID

Two days

Who should take this course?

Staff who desire certification at the Standard First Aid Certificate level.

Learn the first aid principles and practices to enable you to deal with the majority of injuries in which first aid is required. Become qualified for certification at the standard certificate level.

Where and when?

Edmonton: May 4-5, 1992

Cost?

\$80.00 per participant

Behavioral Health

Cost?

\$50.00 per participant

POSITIVE ASSERTIVENESS

One day

Who should take this course?

Staff who want to improve their communication skills.

Become an effective communicator! Find out how assertive behaviour effects interpersonal communications and emotional well-being. Learn the attitudes and techniques basic to effective communication.

Where and when?

Edmonton: Feb. 6, 1992

Edmonton: Apr. 2, 1992

Cost?

\$50.00 per participant

COMBATING STRESS IN THE WORKPLACE

One day

Who should take this course?

Employees who want to develop skills in managing work generated stress.

Understand and manage stress that is inherent to your particular job. Explore the nature and sources of work generated stress and develop stress management strategies.

Where and when?

Edmonton: Jan. 17, 1992

Edmonton: Feb. 13, 1992

Edmonton: Apr. 16, 1992

Edmonton: Apr. 23, 1992

BUILDING EFFECTIVE INTERPERSONAL RELATIONSHIPS

One day

Who should take this course?

Staff who want to improve their interpersonal relationships.

What are the attitudes and behavioural skills that facilitate effective interpersonal relationships in personal life and at the workplace? Learn why interpersonal effectiveness is a key to emotional well-being. Gain tools and techniques in effective verbal and non-verbal communication and learn how to handle conflict.

Where and when?

Edmonton: Sep. 17, 1991

Cost

\$50.00 per participant

MANAGING THE TROUBLED EMPLOYEE

Half day

Who should take this course?

Managers, supervisors, and personnel administrators.

Become familiar with the functions and policies of the Diagnostic and Referral Service. Find out what essential information they need in managing employees experiencing behavioural health problems.

Where and when?

Edmonton: Dec. 4, 1991
Edmonton: Jun. 10, 1992

Cost?

Nil

Career Planning Programs

**CAREER ENHANCEMENT FOR
SENIOR MANAGERS**

One day

Who should take this course?

Senior managers who are interested in their career development.

Explore executive management realities and trends, and learn the executive selection process. Improve your skills at resume writing and interview preparation. Review the career management processes including career development strategies, career mobility programs and services. Pre-course reading will be assigned.

Where and when?

Edmonton: Oct. 3, 1991
Edmonton: Jan. 23, 1992
Edmonton: Apr. 22, 1992

Cost?

\$100.00 per participant

**CAREER ENHANCEMENT FOR
MANAGERS**

Two days

Who should take this course?

Managers interested in further developing their management career in the Alberta Public Service.

Learn strategies for enhancing your career and development as a manager.

Review your skills, values and interests in relation to your management career goals. Pre course reading will be assigned.

Where and when?

Edmonton: Sep. 18-19, 1991
Edmonton: Jan. 28-29, 1992
Edmonton: Mar. 18-19, 1992
Edmonton: May 27-28, 1992

Cost?

\$160.00 per participant

**CAREER PLANNING FOR
PROFESSIONALS**

Three days

Who should take this course?

Professionals interested in reassessing their career direction and developing appropriate career goals.

Identify your skills, values and interests in order to plan your career strategy. Learn the processes involved in career planning which will help you make career decisions. Pre-course reading will be assigned.

Where and when?

Edmonton: Oct. 15-17, 1991
Edmonton: Jan. 6-8, 1992
Edmonton: Apr. 14-16, 1992
Edmonton: Jun. 23-25, 1992

Cost?

\$160.00 per participant

**INTRODUCTION TO CAREER
PLANNING**

Three days

Who should take this course?

Staff interested in developing a plan for a successful career.

Gain the skills and knowledge to plan a successful career path to the job you desire. Establish a career action plan and set your career goals. Explore the balance of values, skills and interests within the context of your career plan.

Where and when?

Edmonton:	Sep. 23-25, 1991
Edmonton:	Nov. 12-14, 1991
Edmonton:	Jan. 14-16, 1992
Edmonton:	May 19-21, 1992

Cost?

\$140.00 per participant

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